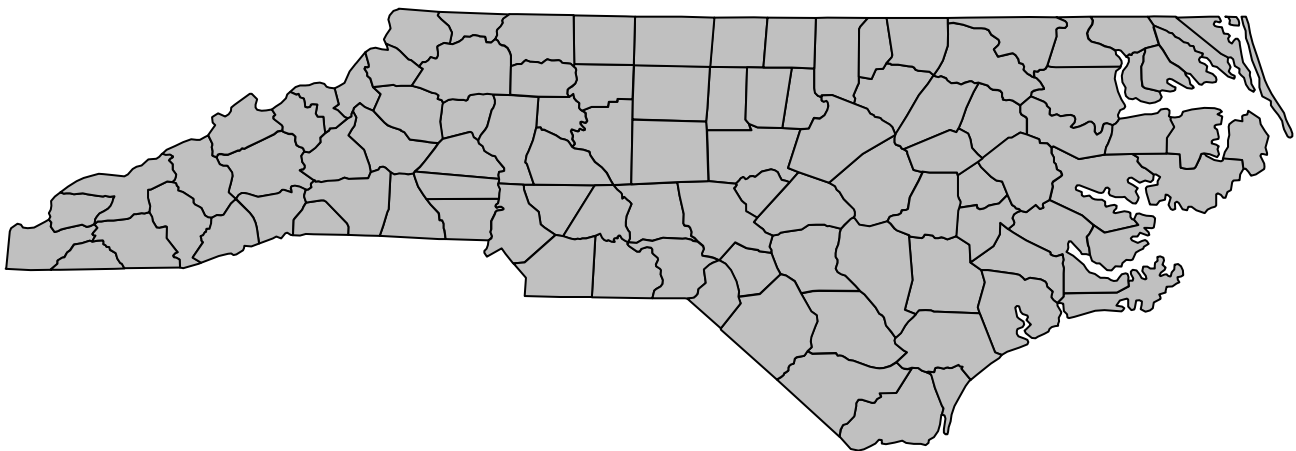


The North Carolina Consumer Satisfaction Survey Report on Results of Survey for SFY 2005-06



Prepared by
Quality Management Team
Community Policy Management Section
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
North Carolina Department of Health and Human Services

October 2007



**The North Carolina Consumer Satisfaction Survey:
Report on Results of Survey for SFY 2005-06**

Table of Contents

Executive Summary	1
Overview of Survey	3-4
Overall Results of Survey	
Adult Satisfaction Domain Scores	5
Child/Adolescent Satisfaction Domain Scores	6
Detailed Results of Survey for Adults	
Access to Services	7-12
Treatment Planning	13-18
Appropriate Services	19-25
Overall Quality of Program	26-31
Social Connection	32-37
Treatment Outcomes	38-44
Detailed Results of Survey for Children and Adolescents	
Access to Services	45-50
Treatment Planning	51-56
Appropriate Services	57-62
Cultural Sensitivity of Staff	63-68
Treatment Outcomes	69-74
Appendix	75
Respondents in Survey	76-80
Questionnaires used for Survey	81-83

Executive Summary

Purpose of Survey This report is on the results of the North Carolina Consumer Satisfaction Survey for State Fiscal Year (SFY) 2005-06. The survey was conducted by the Division of Mental Health, Developmental Disabilities and Substance Abuse Services with questionnaires developed by the Mental Health Statistics Improvement Program (MHSIP) through support from the Substance Abuse and Mental Health Services Administration. SAMHSA uses data collected from the survey to evaluate Mental Health Block Grant funding to states. In North Carolina, this survey provides data on satisfaction with services to stakeholders in organizations at the state and local levels, as well as to consumers and their families. This data is useful for assessing and improving the quality of mental health and substance abuse services.

Data Used for Report This report is based on questionnaires completed by 4565 adults (18 years of age or older), and 1744 children and adolescents (12-17 years old) who: 1) received publicly funded mental health and/or substance abuse services in October 2005; 2) could be identified in the Division's Client Services Data Warehouse to obtain demographic and treatment data; and 3) completed all of the items in the survey. This sample was selected to increase the validity of the data for comparing consumer satisfaction across the State's Local Management Entities (LMEs) and between key demographic and treatment groups.

Satisfaction Domains The Consumer Satisfaction Survey has different versions for adults, children, and adolescents,. However, in all cases respondents are asked questions about their satisfaction with various types of services on 5-point scales. These scales range from "strongly agree" and "agree" to "disagree" and "strongly disagree" with a category for "neutral" in the middle. Responses to individual scale items were coded either as "satisfied" (strongly agreed or agree), or "not satisfied" (other responses on the scale besides "non applicable"). Responses to items with similar content are averaged to create six satisfaction domains for adults and five satisfaction domains for children and adolescents. The following table displays the satisfaction domain scores for the SFY 2005-06 survey.

Consumer Satisfaction Domain	Percent Satisfied	
	Adults (age 18 or older)	Children/Adolescents (under age 18)
Access to Services	88	79
Treatment Planning	76	87
Appropriate Services	91	85
Overall Quality of Program	90	---
Social Connection	74	---
Cultural Sensitivity of Staff	---	85
Treatment Outcomes	72	81

Statewide, adults were most satisfied with their access to services, the appropriateness of services, and the overall quality of the program. Adults were less satisfied with their participation in treatment planning, social connectedness, and treatment outcomes. Alternatively, children and adolescents were most satisfied with participation in treatment planning, the appropriateness of services, and the cultural sensitivity of staff. Children and adolescents were less satisfied with their access to services and treatment outcomes. These findings are similar to those reported for last year's Consumer Satisfaction Survey.

Overview of Survey

Purpose of Survey This report is on the results of the North Carolina Consumer Satisfaction Survey for SFY 2005-06. The survey was conducted by the Division of Mental Health, Developmental Disabilities and Substance Abuse Services with questionnaires developed by the Mental Health Statistics Improvement Program (MHSIP) through support from the Substance Abuse and Mental Health Services Administration. SAMHSA uses data from the survey to evaluate Mental Health Block Grant funding to states. In North Carolina, this survey provides data on satisfaction with services to stakeholders in organizations at the state and local levels, as well as to consumers and their families. This data is useful for assessing and improving the quality of mental health and substance abuse services.

Data Used for Report This report is based on 4,565 adults, and 1,744 children and adolescents who: 1) received mental health and/or substance abuse services; 2) could be identified in the Division's Client Services Data Warehouse to obtain their demographic and treatment data; and 3) completed all of the items in the survey. The report focused on these respondents to increase the validity of the data for comparing satisfaction scores across the State's Local Management Entities (LMEs) and between key demographic and treatment groups. The tables on the following page, provide more information on data that is reported from the survey.

Administering the Survey All mental health and substance abuse service consumers who received a publicly funded service during one week in October 2005 were given an opportunity to complete a survey confidentially. The survey has different versions for adults, adolescents, and children. The version for adults had 35 items, whereas the one for children and adolescents had 21 items. The questionnaire for adolescents (12-17 years of age) was self-administered, whereas the one for children was intended to be completed by the child's family or caretaker. Each version of the survey is available in Spanish.

Satisfaction Domains For each item in the survey, respondents had six choices: "strongly agree", "agree", "neutral", "disagree", "strongly disagree" and "not applicable". All of the survey items were positively worded. Responses to individual items were coded either as "satisfied" (strongly agree or agree), "not satisfied" (neutral, disagree, or strongly disagree). The items were grouped into six satisfaction domains: Access to Services, Treatment Planning, Appropriate Services, Overall Quality of Program, Social Connection, and Treatment Outcomes. The 21 items in the version of the survey for children and adolescents were grouped into five satisfaction domains: Access to Services, Treatment Planning, Appropriate of Services, Cultural Sensitivity of Staff, and Treatment Outcomes. Table 2, on the following page, lists the items that were used for these domains.

Interpreting Data in Report The data in this report are based on a convenience sample of mental health and substance abuse service consumers in North Carolina. While utilizing this type of sample makes it easier to obtain data needed for the survey, it is also likely to result in more variation in satisfaction scores than if the survey was based on all consumers or a randomly selected sample of consumers. This fact needs to be taken into account when interpreting data in this report. Estimates of sampling error cannot be made without knowing how this survey differs from a census or a random selected sample. When comparing satisfaction scores in this report, consider focusing on scores that differ by five or more points (e.g., 75% vs. 80%); smaller differences between scores are more likely to be due sampling variation than to real differences in satisfaction with services.

Overview of Survey (Continued)

Table 1: Comparison of Data Used for Different Reports on Survey

Type of Survey Form	Matched Cases ¹	Matched Cases That Met Federal One-Thirds Rule ²	Matched Cases Who Answered all Items in Domain ³	Percentage of Missing Cases ⁴
Adult	5,869	4,898	4,565	22
Children/Adolescent	2,488	2,292	1,744	30
Total	8,357	7,190	6,309	25

Table 2: Items Used for Satisfaction Domain Scores for Adults

Satisfaction Domains	Item Numbers in Domain	# Items in Domain	1/3 of Items ¹ in Domain	# Items Needed in Domain
Access to Services	4-8, 22	6	2	4
Treatment Planning	23 & 27	2	0.67	2
Appropriate Services	9-14, 24-26	9	3	6
Overall Quality of Program	1, 2, 3	3	1	2
Social Connectedness	30, 33-35	4	1.33	3
Treatment Outcomes	15-21,28	8	2.67	5

Table 3: Items Used for Satisfaction Domain Scores for Children and Adolescents

Satisfaction Domains	Item Numbers in Domain	# Items in Domain	1/3 of Items ¹ in Domain	# Items Needed in Domain
Access to Services	8, 9	2	0.67	2
Treatment Planning	2,3,6	3	1	2
Appropriate Services	1,4,5,7,10,11	6	2	4
Cultural Sensitivity	12,13,14,15	4	1.33	3
Treatment Outcomes	16-21	6	2	4

Notes:

1. Cases whose identification numbers could be matched with their counterparts in the Division's Client Services Data Warehouse (CSDW). Cases need to be matched in order to obtain data on consumer demographic characteristics and treatment history for the report.

2. Cases that could be matched to the CSDW and met The Federal One-Third Rule, which is used to determine whether or not to score items for domains in the survey. The purpose of this rule is to assure that data reported to the Federal Government will be comparable across the states. The rule indicates that domain items should not be scored when MORE THAN ONE-THIRD of the items in the domain have missing data. Using this rule may result in domain scores having an average that is higher or lower than the scores of any of the items in the domain. This problem is most likely to occur when there is a relatively large amount of missing data due to the sensitive nature of the questions being asked.

3. Cases that could be matched to the CSDW and had no missing data on items in domains. Eliminating missing data (referred to as "listwise deletion") is usually the standard and is often the default procedure used in computer software used for data analysis, such as the Statistical Package for the Social Sciences (SPSS). Nevertheless, using this sample involves making a trade-off between obtaining higher quality data in exchange for losing cases that have some missing data.

4. Percentage of missing cases = ((# cases who answered all items in domain) / (# matched cases)) X 1.00

Adult Satisfaction Scores

for the North Carolina SFY 2005-06 Consumer Survey

Overall, adults were most satisfied with their access to services, appropriateness of services, and the overall quality of their programs. Alternatively, adults were less satisfied with their participation in treatment planning, social connectedness, and treatment outcomes.

Local Management Entity	Percent Satisfied					
	Access to Services	Treatment Planning	Appropriate Services	Overall Quality	Social Connection	Treatment Outcomes
Alamance-Caswell	90	77	90	91	65	65
Albemarle	85	76	94	93	76	68
Catawba	89	78	90	94	77	73
Centerpoint	83	71	89	86	70	69
Crossroads	85	75	96	88	68	57
Cumberland	82	75	93	90	77	75
Durham	82	73	88	87	74	73
Eastpointe	87	76	84	90	78	76
Edgecombe-Nash	93	77	90	92	68	63
Five County	94	77	92	90	79	76
Foothills	89	79	89	91	79	80
Guilford	79	62	83	83	55	53
Johnston	77	69	85	85	78	71
Mecklenburg	85	80	95	94	83	87
Neuse	88	84	95	94	69	71
New River	91	77	93	91	76	68
Onslow	89	85	93	93	74	74
OPC	91	77	86	89	76	79
Pathways	93	83	95	93	76	81
Piedmont	NA	NA	NA	NA	NA	NA
Pitt	91	76	91	89	75	78
Roanoke-Chowan	91	71	86	89	70	72
Sandhills	90	78	91	90	75	70
Smoky Mountain	82	79	91	91	75	70
Southeastern Center	91	81	90	91	75	74
Southeastern Regional	93	83	97	93	71	75
Tideland	90	72	90	92	71	64
Wake	90	75	92	91	76	81
Western Highlands	88	76	95	93	74	75
Wilson-Greene	90	80	90	88	86	80
Statewide	88	76	91	90	74	72
Lowest Score	77	62	83	83	55	53
Highest Score	94	85	97	94	86	87

NA indicates that there were less than ten respondents

Child/Adolescent Satisfaction Scores

for the North Carolina SFY 2005-06 Consumer Survey

Overall, children and adolescents were most satisfied with their participation in treatment planning, the appropriateness of services, and the cultural sensitivity of staff. Alternatively, children and adolescents were less satisfied with their access to services and treatment outcomes.

Local Management Entity	Percent Satisfied				
	Access to Services	Treatment Planning	Appropriate Services	Cultural Sensitivity	Treatment Outcomes
Alamance-Caswell	83	84	90	85	79
Albemarle	92	92	89	84	84
Catawba	74	85	77	76	74
Centerpoint	64	81	76	81	76
Crossroads	64	88	68	85	73
Cumberland	84	88	84	86	81
Durham	76	85	84	79	82
Eastpointe	85	93	90	88	86
Edgecombe-Nash	NA	NA	NA	NA	NA
Five County	80	84	87	93	91
Foothills	74	85	80	81	78
Guilford	77	89	87	86	84
Johnston	68	84	72	60	63
Mecklenburg	67	75	78	82	84
Neuse	84	89	90	84	78
New River	76	91	84	80	75
Onslow	93	100	93	89	84
OPC	74	87	79	87	72
Pathways	83	91	91	89	86
Piedmont	NA	NA	NA	NA	NA
Pitt	81	85	84	86	81
Roanoke-Chowan	87	95	86	86	72
Sandhills	75	84	82	83	82
Smoky Mountain	83	88	85	89	87
Southeastern Center	81	89	84	92	88
Southeastern Regional	83	83	93	92	87
Tideland	82	89	88	83	83
Wake	83	86	87	87	87
Western Highlands	82	89	87	87	77
Wilson-Greene	81	85	83	74	74
Statewide	79	87	85	85	81
Lowest Score	64	75	68	60	63
Highest Score	93	100	93	93	91

NA indicates that there were less than ten respondents

Adult Access to Services

Satisfaction Scores for Items in Domain

Overall, adults had similar responses to the items in this satisfaction domain.

Local Management Entity	Percent Satisfied						
	The location of the services was convenient (parking, public transportation, distance, etc.)	Staff were willing to see me as often as I felt it was necessary	Staff returned my calls within 24 hours	Services were available at times that were good for me	I was able to get all the services I thought I needed	I was able to see a psychiatrist when I wanted to	Access to Services Domain
Alamance-Caswell	90	90	89	91	91	90	90
Albemarle	87	85	86	85	85	85	85
Catawba	89	89	90	89	90	87	89
Centerpoint	83	83	82	83	83	83	83
Crossroads	85	86	85	85	86	84	85
Cumberland	82	83	82	82	83	81	82
Durham	82	82	82	82	82	81	82
Eastpointe	87	87	87	88	88	88	87
Edgecombe-Nash	95	93	95	93	93	93	93
Five County	94	94	94	94	94	93	94
Foothills	89	89	89	89	89	89	89
Guilford	79	79	78	80	79	79	79
Johnston	77	77	77	77	77	76	77
Mecklenburg	85	86	85	86	85	82	85
Neuse	88	88	87	88	89	85	88
New River	91	91	91	91	92	91	91
Onslow	88	89	91	89	89	90	89
OPC	91	91	90	91	91	90	91
Pathways	93	93	92	93	93	92	93
Piedmont	NA	NA	NA	NA	NA	NA	NA
Pitt	91	91	93	91	91	91	91
Roanoke-Chowan	90	91	90	91	91	90	91
Sandhills	90	90	90	90	90	90	90
Smoky Mountain	83	82	83	82	82	82	82
Southeastern Center	91	91	90	91	91	91	91
Southeastern Regional	93	94	93	93	93	93	93
Tideland	91	90	90	90	91	91	90
Wake	90	90	90	90	90	91	90
Western Highlands	88	88	88	88	88	88	88
Wilson-Greene	91	90	91	91	90	91	90
Statewide	88	88	88	88	88	87	88
Lowest Score	77	77	77	77	77	76	77
Highest Score	95	94	95	94	94	93	94

NA indicates that there were less than ten responses

Adult Access to Services

Satisfaction Scores by Age Groups

Overall, there was little difference between younger and older adults in terms of their satisfaction with access to services.

Local Management Entity	Percent Satisfied	
	18-34 Years Old	35 Years or Older
Alamance-Caswell	98	88
Albemarle	75	88
Catawba	95	87
Centerpoint	76	86
Crossroads	82	86
Cumberland	80	83
Durham	81	82
Eastpointe	89	87
Edgecombe-Nash	100	91
Foothills	96	93
Guilford	92	88
Johnston	67	84
Mecklenburg	80	76
Neuse	77	89
New River	90	87
Onslow	93	91
OPC	83	91
Pathways	93	90
Piedmont	90	94
Pitt	NA	NA
Roanoke-Chowan	90	91
Sandhills	NA	97
Smoky Mountain	86	91
Southeastern Center	75	85
Southeastern Regional	90	91
Tideland	98	91
Five County	87	91
Wake	81	92
Western Highlands	88	89
Wilson-Greene	84	91
Statewide	86	88
Lowest Score	67	76
Highest Score	100	97

NA indicates that there were less than ten respondents

Adult Access to Services

Satisfaction Scores by Gender Groups

Overall, there was little difference between women and men in terms of their satisfaction with access to services.

Local Management Entity	Percent Satisfied	
	Women	Men
Alamance-Caswell	93	87
Albemarle	87	83
Catawba	88	92
Centerpoint	81	84
Crossroads	83	90
Cumberland	85	78
Durham	83	81
Eastpointe	88	87
Edgecombe-Nash	91	96
Five County	92	95
Foothills	94	84
Guilford	80	78
Johnston	70	91
Mecklenburg	84	88
Neuse	95	79
New River	93	87
Onslow	88	90
OPC	91	91
Pathways	89	96
Piedmont	NA	NA
Pitt	96	81
Roanoke-Chowan	89	91
Sandhills	85	78
Smoky Mountain	91	90
Southeastern Center	95	90
Southeastern Regional	91	87
Tideland	93	86
Wake	89	88
Western Highlands	91	89
Wilson-Greene	88	87
Statewide	87	88
Lowest Score	70	78
Highest Score	96	96

NA indicates that there were less than ten respondents

Adult Access to Services

Satisfaction Scores by Race/Ethnic Groups

Overall, there was little difference between African Americans and European Americans in terms of their satisfaction with access to services.

Local Management Entity	Percent Satisfied	
	African American	European American
Alamance-Caswell	93	88
Albemarle	86	86
Catawba	86	90
Centerpoint	88	76
Crossroads	83	85
Cumberland	89	80
Durham	88	72
Eastpointe	91	85
Edgecombe-Nash	94	96
Five County	93	94
Foothills	94	87
Guilford	82	76
Johnston	80	75
Mecklenburg	85	90
Neuse	88	87
New River	NA	91
Onslow	90	87
OPC	90	91
Pathways	NA	96
Piedmont	NA	NA
Pitt	89	94
Roanoke-Chowan	NA	100
Sandhills	86	91
Smoky Mountain	90	80
Southeastern Center	89	91
Southeastern Regional	NA	93
Tideland	86	96
Wake	91	89
Western Highlands	88	90
Wilson-Greene	86	95
Statewide	89	87
Lowest Score	80	72
Highest Score	94	100

NA indicates that there were less than ten respondents

Adult Access to Services

Satisfaction Scores by Disability Groups

Overall, substance abusers were somewhat less satisfied than the other disability groups with their access to services.

Local Management Entity	Percent Satisfied		
	Mental Health	Substance Abuse	Substance Abuse and Mental Health
Alamance-Caswell	92	92	83
Albemarle	90	44	93
Catawba	91	88	87
Centerpoint	83	72	86
Crossroads	85	81	88
Cumberland	85	83	77
Durham	87	73	79
Eastpointe	82	100	91
Edgecombe-Nash	94	NA	90
Five County	94	NA	90
Foothills	87	NA	89
Guilford	79	NA	79
Johnston	80	NA	60
Mecklenburg	88	83	83
Neuse	94	NA	81
New River	94	82	87
Onslow	87	NA	91
OPC	86	96	94
Pathways	88	NA	94
Piedmont	NA	NA	NA
Pitt	88	100	89
Roanoke-Chowan	88	NA	100
Sandhills	91	87	89
Smoky Mountain	81	73	91
Southeastern Center	91	93	91
Southeastern Regional	92	NA	96
Tideland	88	NA	94
Wake	91	NA	81
Western Highlands	90	82	90
Wilson-Greene	90	NA	93
Statewide	88	83	87
Lowest Score	79	44	60
Highest Score	94	100	100

NA indicates that there were less than ten respondents

Adult Access to Services

Satisfaction Scores by Time Since Admission

Overall, there was not much difference in satisfaction with access to services for adults who had been in their programs for less than one year, one to five years, or more than five years

Local Management Entity	Percent Satisfied		
	Less than One Year	One to Five Years	More Than Five Years
Alamance-Caswell	96	90	86
Albemarle	78	96	86
Catawba	86	94	93
Centerpoint	74	81	89
Crossroads	88	77	89
Cumberland	86	74	88
Durham	85	79	86
Eastpointe	84	83	91
Edgecombe-Nash	89	100	91
Five County	88	94	96
Foothills	81	92	89
Guilford	75	81	85
Johnston	76	79	81
Mecklenburg	89	82	86
Neuse	76	89	96
New River	89	92	93
Onslow	76	94	89
OPC	95	88	90
Pathways	100	94	67
Piedmont	NA	NA	NA
Pitt	95	91	87
Roanoke-Chowan	NA	NA	89
Sandhills	90	92	87
Smoky Mountain	78	81	85
Southeastern Center	94	91	91
Southeastern Regional	96	92	91
Tideland	88	91	91
Wake	91	89	91
Western Highlands	86	93	88
Wilson-Greene	NA	96	89
Statewide	87	88	89
Lowest Score	74	74	67
Highest Score	100	100	96

NA indicates that there were less than ten respondents

Adult Treatment Planning

Satisfaction Scores for Items in Domain

Overall, adults had similar responses to the items for this satisfaction domain.

Local Management Entity	Percent Satisfied		
	I, not staff, decided my treatment goals	I felt comfortable asking questions about my treatment and medication	Treatment Planning Domain
Alamance-Caswell	77	77	77
Albemarle	76	76	76
Catawba	78	78	78
Centerpoint	71	71	71
Crossroads	75	75	75
Cumberland	75	75	75
Durham	73	73	73
Eastpointe	76	76	76
Edgecombe-Nash	77	77	77
Five County	77	77	77
Foothills	79	79	79
Guilford	62	62	62
Johnston	69	69	69
Mecklenburg	80	80	80
Neuse	84	84	84
New River	77	77	77
Onslow	85	85	85
OPC	77	77	77
Pathways	83	83	83
Piedmont	NA	NA	NA
Pitt	76	76	76
Roanoke-Chowan	71	71	71
Sandhills	78	78	78
Smoky Mountain	79	79	79
Southeastern Center	81	81	81
Southeastern Regional	83	83	83
Tideland	72	72	72
Wake	75	75	75
Western Highlands	76	76	76
Wilson-Greene	80	80	80
Statewide	76	76	76
Lowest Score	62	62	62
Highest Score	85	85	85

NA indicates that there were less than ten respondents

Adult Treatment Planning

Satisfaction Scores by Age Groups

Overall, there no difference in satisfaction between younger and older adults in terms of their participation in treatment planning.

Local Management Entity	Percent Satisfied	
	18-34 Years Old	35 Years of Age and Older
Alamance-Caswell	81	75
Albemarle	69	78
Catawba	87	74
Centerpoint	57	78
Crossroads	78	74
Cumberland	77	75
Durham	72	74
Eastpointe	69	78
Edgecombe-Nash	83	75
Five County	79	77
Foothills	77	79
Guilford	65	61
Johnston	71	68
Mecklenburg	86	78
Neuse	84	84
New River	72	78
Onslow	87	84
OPC	79	76
Pathways	100	77
Piedmont	NA	NA
Pitt	68	81
Roanoke-Chowan	63	73
Sandhills	78	78
Smoky Mountain	76	80
Southeastern Center	83	80
Southeastern Regional	82	84
Tideland	62	74
Wake	85	72
Western Highlands	79	75
Wilson-Greene	84	79
Statewide	76	76
Lowest Score	57	61
Highest Score	100	84

NA indicates that there were less than ten respondents

Adult Treatment Planning

Satisfaction Scores by Gender Groups

Overall, women were as satisfied as men with their participation in treatment planning.

Local Management Entity	Percent Satisfied	
	Women	Men
Alamance-Caswell	81	71
Albemarle	79	70
Catawba	77	80
Centerpoint	67	74
Crossroads	80	64
Cumberland	73	79
Durham	70	77
Eastpointe	73	80
Edgecombe-Nash	71	86
Five County	76	79
Foothills	81	76
Guilford	68	53
Johnston	68	69
Mecklenburg	76	88
Neuse	87	80
New River	79	73
Onslow	88	81
OPC	77	76
Pathways	72	91
Piedmont	NA	NA
Pitt	74	80
Roanoke-Chowan	71	71
Sandhills	76	80
Smoky Mountain	82	75
Southeastern Center	83	79
Southeastern Regional	84	82
Tideland	73	68
Wake	78	69
Western Highlands	78	74
Wilson-Greene	79	82
Statewide	77	76
Lowest Score	67	53
Highest Score	88	91

NA indicates that there were less than ten respondents

Adult Treatment Planning

Satisfaction Scores by Race/Ethnic Groups

Overall, there was little difference between African Americans and European Americans in terms of satisfaction with their participation in treatment planning.

Local Management Entity	Percent Satisfied	
	African American	European American
Alamance-Caswell	79	73
Albemarle	82	73
Catawba	81	77
Centerpoint	85	65
Crossroads	75	77
Cumberland	79	72
Durham	73	72
Eastpointe	80	74
Edgecombe-Nash	70	91
Five County	82	73
Foothills	94	77
Guilford	55	66
Johnston	63	67
Mecklenburg	82	82
Neuse	74	91
New River	100	76
Onslow	82	84
OPC	77	75
Pathways	100	84
Piedmont	NA	NA
Pitt	71	87
Roanoke-Chowan	71	67
Sandhills	76	77
Smoky Mountain	82	78
Southeastern Center	79	84
Southeastern Regional	100	83
Tideland	69	76
Wake	75	75
Western Highlands	88	76
Wilson-Greene	87	77
Statewide	78	76
Lowest Score	55	65
Highest Score	100	91

NA indicates that there were less than ten respondents

Adult Treatment Planning

Satisfaction Scores by Disability Groups

Overall, there was not much difference between the disability groups in terms of satisfaction with their participation in treatment planning.

Local Management Entity	Percent Satisfied		
	Mental Health	Substance Abuse	Substance Abuse and Mental Health
Alamance-Caswell	78	100	71
Albemarle	76	53	85
Catawba	77	71	77
Centerpoint	68	57	78
Crossroads	72	70	85
Cumberland	72	91	66
Durham	75	70	74
Eastpointe	79	40	79
Edgecombe-Nash	72	NA	75
Five County	73	NA	79
Foothills	77	NA	72
Guilford	65	NA	57
Johnston	69	NA	69
Mecklenburg	81	83	76
Neuse	86	NA	89
New River	73	67	82
Onslow	84	NA	85
OPC	70	83	83
Pathways	83	NA	73
Piedmont	NA	NA	NA
Pitt	77	78	74
Roanoke-Chowan	74	NA	NA
Sandhills	76	83	80
Smoky Mountain	79	68	88
Southeastern Center	76	86	84
Southeastern Regional	87	NA	78
Tideland	71	NA	65
Wake	74	NA	63
Western Highlands	78	87	69
Wilson-Greene	72	NA	92
Statewide	75	77	76
Lowest Score	65	40	57
Highest Score	87	100	92

NA indicates that there were less than ten respondents

Adult Treatment Planning

Satisfaction scores by Time Since Admission

Overall, there was not much difference in satisfaction with participation in treatment planning between adults who had been in their programs for less than one year, one to five years, or more than five years.

Local Management Entity	Percent Satisfied		
	Less than One Year	One to Five Years	More Than Five Years
Alamance-Caswell	79	79	70
Albemarle	75	83	83
Catawba	76	88	88
Centerpoint	64	77	77
Crossroads	80	76	76
Cumberland	73	72	72
Durham	71	74	74
Eastpointe	69	80	80
Edgecombe-Nash	71	82	82
Five County	81	80	80
Foothills	76	84	84
Guilford	63	56	56
Johnston	63	67	67
Mecklenburg	73	85	85
Neuse	81	89	89
New River	87	79	79
Onslow	90	78	78
OPC	71	78	78
Pathways	87	71	71
Piedmont	NA	NA	NA
Pitt	76	67	67
Roanoke-Chowan	NA	78	78
Sandhills	76	82	82
Smoky Mountain	80	81	81
Southeastern Center	77	88	88
Southeastern Regional	74	85	85
Tideland	77	72	72
Wake	75	68	68
Western Highlands	73	77	77
Wilson-Greene	86	77	77
Statewide	75	78	78
Lowest Score	63	56	56
Highest Score	90	89	89

NA indicates that there were less than ten respondents

Appropriate Adult Services

Satisfaction Scores by Items 1-5 in Domain

Overall, adults had similar responses to the first five items for this satisfaction domain.

Local Management Entity	Percent Satisfied					
	Staff here believe that I can grow, change and recover	I felt free to complain	Staff told me what side effects to watch out for	Staff respected my wishes about who is, and who is not, to be given information about my treatment	Staff were sensitive to my cultural background (race, religion, language, etc.)	Appropriate Services Domain
Alamance-Caswell	90	90	90	90	90	90
Albemarle	96	95	95	95	94	94
Catawba	90	90	91	90	91	90
Centerpoint	89	89	89	89	89	89
Crossroads	96	96	96	96	96	96
Cumberland	93	93	93	94	93	93
Durham	88	88	90	89	88	88
Eastpointe	85	84	84	86	85	84
Edgecombe-Nash	90	90	89	92	91	90
Five County	92	92	92	92	92	92
Foothills	89	90	89	90	90	89
Guilford	84	83	84	84	84	83
Johnston	84	85	84	84	85	85
Mecklenburg	96	95	96	95	95	95
Neuse	95	95	94	95	95	95
New River	93	92	94	93	93	93
Onslow	94	93	93	93	94	93
OPC	86	85	85	86	86	86
Pathways	95	95	95	95	95	95
Piedmont	NA	NA	NA	NA	NA	NA
Pitt	92	91	91	92	91	91
Roanoke-Chowan	86	88	86	85	86	86
Sandhills	92	91	92	92	92	91
Smoky Mountain	91	91	90	91	90	91
Southeastern Center	90	90	90	90	91	90
Southeastern Regional	97	97	96	97	97	97
Tideland	89	90	89	90	89	90
Wake	92	92	92	92	92	92
Western Highlands	95	95	94	95	94	95
Wilson-Greene	89	91	89	89	89	90
Statewide	91	91	91	91	91	91
Lowest Score	84	83	84	84	84	83
Highest Score	97	97	96	97	97	97

NA indicates that there were less than ten respondents

Appropriate Adult Services

Satisfaction Scores by Items 6-9 in Domain

Overall, adults had similar responses to the last four items for this satisfaction domain.

Local Management Entity	Percent Satisfied				
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	I was given information about my rights	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.)	Staff encouraged me to take responsibility for how I live my life	Appropriate Services Domain
Alamance-Caswell	90	90	90	90	90
Albemarle	95	94	95	94	94
Catawba	90	91	89	90	90
Centerpoint	89	89	89	89	89
Crossroads	96	96	97	96	96
Cumberland	93	94	93	94	93
Durham	88	88	88	89	88
Eastpointe	84	85	85	85	84
Edgecombe-Nash	90	90	91	90	90
Five County	92	92	92	92	92
Foothills	90	89	91	89	89
Guilford	84	83	83	83	83
Johnston	84	85	84	85	85
Mecklenburg	95	95	95	95	95
Neuse	95	95	95	95	95
New River	93	93	92	93	93
Onslow	93	93	93	93	93
OPC	86	85	84	86	86
Pathways	95	95	95	95	95
Piedmont	NA	NA	NA	NA	NA
Pitt	92	93	91	91	91
Roanoke-Chowan	86	86	87	88	86
Sandhills	91	91	91	91	91
Smoky Mountain	91	91	90	91	91
Southeastern Center	90	91	91	90	90
Southeastern Regional	97	97	96	97	97
Tideland	90	90	91	91	90
Wake	92	92	91	92	92
Western Highlands	95	95	95	95	95
Wilson-Greene	89	90	89	89	90
Statewide	91	91	91	91	91
Lowest Score	84	83	83	83	83
Highest Score	97	97	97	97	97

NA indicates that there were less than ten respondents

Appropriate Adult Services

Satisfaction Scores by Age Groups

Overall, there was little difference between younger and older adults in terms of their satisfaction with the appropriateness of services.

Local Management Entity	Percent Satisfied	
	18-34 Years Old	35 Years of Age and Older
Alamance-Caswell	98	88
Albemarle	94	95
Catawba	97	87
Centerpoint	89	89
Crossroads	96	96
Cumberland	96	92
Durham	86	89
Eastpointe	83	84
Edgecombe-Nash	86	91
Five County	96	91
Foothills	92	88
Guilford	75	86
Johnston	94	81
Mecklenburg	94	96
Neuse	95	96
New River	93	93
Onslow	91	94
OPC	91	83
Pathways	91	97
Piedmont	NA	NA
Pitt	91	91
Roanoke-Chowan	63	NA
Sandhills	92	91
Smoky Mountain	84	93
Southeastern Center	90	89
Southeastern Regional	98	96
Tideland	77	92
Wake	97	91
Western Highlands	97	93
Wilson-Greene	79	92
Statewide	91	91
Lowest Score	63	81
Highest Score	98	97

NA indicates that there were less than ten respondents

Appropriate Adult Services

Satisfaction Scores by Gender Groups

Overall, there was no difference between women and men in terms of their satisfaction with the appropriateness of services.

Local Management Entity	Percent Satisfied	
	Women	Men
Alamance-Caswell	93	86
Albemarle	96	92
Catawba	91	89
Centerpoint	87	90
Crossroads	96	96
Cumberland	96	90
Durham	90	87
Eastpointe	83	85
Edgecombe-Nash	91	88
Five County	92	91
Foothills	93	86
Guilford	86	79
Johnston	85	84
Mecklenburg	96	94
Neuse	95	97
New River	93	92
Onslow	92	94
OPC	86	85
Pathways	94	96
Piedmont	NA	NA
Pitt	87	95
Roanoke-Chowan	96	69
Sandhills	89	95
Smoky Mountain	94	86
Southeastern Center	91	88
Southeastern Regional	97	97
Tideland	89	90
Wake	96	87
Western Highlands	95	94
Wilson-Greene	89	90
Statewide	92	90
Lowest Score	83	69
Highest Score	97	97

NA indicates that there were less than ten respondents

Appropriate Adult Services

Satisfaction Scores by Race/Ethnic Groups

Overall, there was no difference between African Americans and European Americans in terms of their satisfaction with the appropriateness of services.

Local Management Entity	Percent Satisfied	
	African American	European American
Alamance-Caswell	95	87
Albemarle	90	96
Catawba	86	92
Centerpoint	96	81
Crossroads	83	98
Cumberland	97	90
Durham	92	82
Eastpointe	90	77
Edgecombe-Nash	94	88
Five County	94	91
Foothills	89	88
Guilford	80	84
Johnston	80	85
Mecklenburg	96	95
Neuse	96	95
New River	100	94
Onslow	95	91
OPC	85	84
Pathways	100	96
Piedmont	NA	NA
Pitt	89	94
Roanoke-Chowan	83	89
Sandhills	91	90
Smoky Mountain	94	89
Southeastern Center	85	95
Southeastern Regional	100	96
Tideland	87	94
Wake	96	89
Western Highlands	100	95
Wilson-Greene	89	89
Statewide	91	91
Lowest Score	80	77
Highest Score	100	98

NA indicates that there were less than ten respondents

Appropriate Adult Services

Satisfaction Scores by Disability Groups

Overall, there was little difference between the disability groups in terms of their satisfaction with the appropriateness of services.

Local Management Entity	Percent Satisfied		
	Mental Health	Substance Abuse	Substance Abuse and Mental Health
Alamance-Caswell	91	92	86
Albemarle	96	81	96
Catawba	89	89	91
Centerpoint	88	84	91
Crossroads	96	95	100
Cumberland	93	97	91
Durham	89	88	86
Eastpointe	80	100	85
Edgecombe-Nash	94	NA	85
Five County	91	NA	93
Foothills	88	NA	95
Guilford	83	NA	86
Johnston	82	NA	93
Mecklenburg	98	93	91
Neuse	97	NA	95
New River	93	82	92
Onslow	94	NA	94
OPC	83	88	88
Pathways	89	NA	100
Piedmont	NA	NA	NA
Pitt	92	90	84
Roanoke-Chowan	92	NA	100
Sandhills	90	96	93
Smoky Mountain	89	91	95
Southeastern Center	87	97	87
Southeastern Regional	98	NA	100
Tideland	90	NA	84
Wake	92	NA	95
Western Highlands	93	100	95
Wilson-Greene	85	NA	92
Statewide	90	92	91
Lowest Score	80	81	84
Highest Score	98	100	100

NA indicates that there were less than ten respondents

Appropriate Adult Services

Satisfaction Scores by Time Since Admission

Overall, there was little difference in satisfaction with the appropriateness of services between adults who had been in their programs for less than one year, one to five years, or more than five years.

Local Management Entity	Percent Satisfied		
	Less than One Year	One to Five Years	More than Five Years
Alamance-Caswell	95	93	83
Albemarle	90	100	93
Catawba	88	97	90
Centerpoint	91	87	90
Crossroads	96	94	100
Cumberland	96	97	88
Durham	90	86	90
Eastpointe	81	87	83
Edgecombe-Nash	88	95	82
Five County	90	93	92
Foothills	84	91	89
Guilford	82	85	82
Johnston	84	81	87
Mecklenburg	92	94	100
Neuse	90	94	100
New River	88	97	93
Onslow	90	94	92
OPC	93	84	82
Pathways	100	94	NA
Piedmont	NA	NA	NA
Pitt	91	91	91
Roanoke-Chowan	100	NA	89
Sandhills	92	91	91
Smoky Mountain	91	91	89
Southeastern Center	92	87	92
Southeastern Regional	98	97	96
Tideland	90	91	89
Wake	95	94	90
Western Highlands	95	97	95
Wilson-Greene	70	NA	94
Statewide	91	91	90
Lowest Score	70	81	82
Highest Score	100	100	100

NA indicates that there were less than ten respondents

Overall Quality of Adult Programs

Satisfaction Scores by Items in Domain

Overall, adults had similar responses to the items for this satisfaction domain.

Local Management Entity	Percent Satisfied			
	I like the services that I received here	If I had other choices, I would still choose to get services from this agency	I would recommend this agency to a friend or family member	Overall Quality of Program Domain
Alamance-Caswell	91	91	91	91
Albemarle	93	94	93	93
Catawba	94	94	94	94
Centerpoint	87	86	86	86
Crossroads	88	88	88	88
Cumberland	90	90	90	90
Durham	87	87	88	87
Eastpointe	90	90	90	90
Edgecombe-Nash	92	92	93	92
Five County	90	90	90	90
Foothills	91	91	92	91
Guilford	83	83	83	83
Johnston	85	86	85	85
Mecklenburg	94	94	93	94
Neuse	94	94	94	94
New River	91	91	92	91
Onslow	93	93	93	93
OPC	89	90	89	89
Pathways	93	93	93	93
Piedmont	NA	NA	NA	NA
Pitt	89	89	89	89
Roanoke-Chowan	89	88	88	89
Sandhills	90	90	91	90
Smoky Mountain	91	91	91	91
Southeastern Center	91	91	92	91
Southeastern Regional	93	93	94	93
Tideland	93	92	92	92
Wake	92	91	92	91
Western Highlands	93	93	93	93
Wilson-Greene	89	88	88	88
Statewide	90	90	90	90
Lowest Score	83	83	83	83
Highest Score	94	94	94	94

NA indicates that there were less than ten respondents

Overall Quality of Adult Programs

Satisfaction Scores by Age Groups

Overall, there was not much difference between younger and older adults in terms of satisfaction with the overall quality of their programs.

Local Management Entity	Percent Satisfied	
	18-34 Years Old	35 Years of Age and Older
Alamance-Caswell	91	90
Albemarle	88	95
Catawba	92	95
Centerpoint	77	90
Crossroads	84	89
Cumberland	88	91
Durham	88	86
Eastpointe	92	90
Edgecombe-Nash	100	89
Five County	91	90
Foothills	92	90
Guilford	73	87
Johnston	91	83
Mecklenburg	92	94
Neuse	95	93
New River	90	91
Onslow	89	95
OPC	89	89
Pathways	83	97
Piedmont	NA	NA
Pitt	90	88
Roanoke-Chowan	63	94
Sandhills	86	91
Smoky Mountain	88	92
Southeastern Center	85	94
Southeastern Regional	97	91
Tideland	83	93
Wake	91	91
Western Highlands	93	92
Wilson-Greene	79	90
Statewide	88	91
Lowest Score	63	83
Highest Score	100	97

NA indicates that there were less than ten respondents

Overall Quality of Adult Programs

Satisfaction Scores by Gender Groups

Overall, there was only a small difference between women and men in terms of satisfaction with the overall quality of their programs.

Local Management Entity	Percent Satisfied	
	Women	Men
Alamance-Caswell	93	88
Albemarle	95	90
Catawba	89	100
Centerpoint	87	85
Crossroads	90	83
Cumberland	91	88
Durham	90	83
Eastpointe	92	87
Edgecombe-Nash	91	93
Five County	89	92
Foothills	96	87
Guilford	86	79
Johnston	82	91
Mecklenburg	91	98
Neuse	97	90
New River	93	87
Onslow	93	93
OPC	89	88
Pathways	89	96
Piedmont	NA	NA
Pitt	89	88
Roanoke-Chowan	96	76
Sandhills	91	89
Smoky Mountain	95	85
Southeastern Center	94	87
Southeastern Regional	95	90
Tideland	91	92
Wake	91	92
Western Highlands	93	92
Wilson-Greene	88	88
Statewide	91	89
Lowest Score	82	76
Highest Score	97	100

NA indicates that there were less than ten respondents

Overall Quality of Adult Programs

Satisfaction Scores by Race/Ethnic Groups

Overall, there was not much difference between African Americans and European Americans in terms of satisfaction with the overall quality of their programs.

Local Management Entity	Percent Satisfied	
	African American	European American
Alamance-Caswell	92	90
Albemarle	86	95
Catawba	91	94
Centerpoint	88	83
Crossroads	79	89
Cumberland	91	91
Durham	89	84
Eastpointe	95	84
Edgecombe-Nash	88	100
Five County	89	91
Foothills	89	90
Guilford	82	83
Johnston	88	85
Mecklenburg	93	95
Neuse	92	95
New River	100	91
Onslow	93	93
OPC	85	94
Pathways	100	93
Piedmont	NA	NA
Pitt	87	96
Roanoke-Chowan	86	90
Sandhills	90	90
Smoky Mountain	92	90
Southeastern Center	89	92
Southeastern Regional	100	93
Tideland	90	95
Wake	89	91
Western Highlands	100	93
Wilson-Greene	85	89
Statewide	89	91
Lowest Score	79	83
Highest Score	100	100

NA indicates that there were less than ten respondents

Overall Quality of Adult Programs

Satisfaction Scores by Disability Groups

Overall, there were only small differences between the disability groups in terms of satisfaction with the overall quality of their programs.

Local Management Entity	Percent Satisfied		
	Mental Health	Substance Abuse	Substance Abuse and Mental Health
Alamance-Caswell	92	100	81
Albemarle	93	81	100
Catawba	95	89	96
Centerpoint	87	81	86
Crossroads	88	86	88
Cumberland	92	92	84
Durham	88	78	89
Eastpointe	86	100	94
Edgecombe-Nash	94	NA	86
Five County	91	NA	85
Foothills	91	NA	84
Guilford	84	NA	79
Johnston	88	NA	73
Mecklenburg	97	87	94
Neuse	97	NA	95
New River	94	71	92
Onslow	92	NA	89
OPC	89	88	91
Pathways	95	NA	88
Piedmont	NA	NA	NA
Pitt	86	NA	80
Roanoke-Chowan	96	NA	100
Sandhills	88	91	96
Smoky Mountain	92	85	93
Southeastern Center	90	NA	92
Southeastern Regional	93	NA	96
Tideland	91	NA	91
Wake	90	NA	90
Western Highlands	95	94	90
Wilson-Greene	87	NA	86
Statewide	90	88	89
Lowest Score	84	71	73
Highest Score	97	100	100

NA indicates that there were less than ten respondents

Overall Quality of Adult Programs

Satisfaction Scores by Time Since Admission

Overall, there was not much difference in satisfaction with the overall quality of program for adults who had been in treatment for less than one year, one to five years, or more than five years.

Local Management Entity	Percent Satisfied		
	Less Than 1 year	One to Five Years	More Than 5 years
Alamance-Caswell	93	93	86
Albemarle	92	93	93
Catawba	91	97	93
Centerpoint	83	83	90
Crossroads	84	90	95
Cumberland	89	91	91
Durham	87	88	89
Eastpointe	85	91	91
Edgecombe-Nash	93	90	91
Five County	90	91	90
Foothills	78	92	95
Guilford	81	81	91
Johnston	81	83	89
Mecklenburg	95	94	91
Neuse	90	94	96
New River	87	94	93
Onslow	93	94	91
OPC	88	86	90
Pathways	94	94	NA
Piedmont	NA	NA	NA
Pitt	95	86	85
Roanoke-Chowan	100	NA	89
Sandhills	87	91	93
Smoky Mountain	87	90	95
Southeastern Center	95	91	91
Southeastern Regional	94	89	96
Tideland	86	95	94
Wake	91	90	91
Western Highlands	94	94	91
Wilson-Greene	90	79	90
Statewide	89	90	91
Lowest Score	78	79	85
Highest Score	100	97	96

NA indicates that there were less than ten respondents

Adult Social Connection

Satisfaction Scores by Items in Domain

Overall, adults had similar responses to the items for this satisfaction domain.

Local Management Entity	Percent Satisfied				
	In a crisis, I would have the support I need from families or friends	I am happy with the friendships I have	I have a lot of people with whom I can do enjoyable things	I feel that I belong in my community	Social Connection Domain
Alamance-Caswell	65	67	66	66	65
Albemarle	76	76	76	76	76
Catawba	78	77	77	76	77
Centerpoint	70	72	70	69	70
Crossroads	68	68	68	68	68
Cumberland	77	78	78	78	77
Durham	74	74	74	74	74
Eastpointe	78	78	78	78	78
Edgecombe-Nash	68	69	68	68	68
Five County	79	79	79	78	79
Foothills	80	79	79	79	79
Guilford	55	56	55	55	55
Johnston	78	79	78	78	78
Mecklenburg	83	83	83	83	83
Neuse	69	69	69	69	69
New River	76	75	76	75	76
Onslow	74	75	74	75	74
OPC	76	78	76	76	76
Pathways	76	76	76	76	76
Piedmont	NA	NA	NA	NA	NA
Pitt	74	74	74	75	75
Roanoke-Chowan	70	69	70	70	70
Sandhills	75	76	75	75	75
Smoky Mountain	74	75	74	75	75
Southeastern Center	75	75	75	75	75
Southeastern Regional	71	72	71	71	71
Tideland	71	71	71	72	71
Wake	76	76	76	76	76
Western Highlands	74	74	74	74	74
Wilson-Greene	87	86	86	86	86
Statewide	74	75	74	74	74
Lowest Score	55	56	55	55	55
Highest Score	87	86	86	86	86

NA indicates that there were less than ten respondents

Adult Social Connection

Satisfaction Scores by Age Groups

Overall, there was little difference between younger and older adults in terms of satisfaction with their social connectedness.

Local Management Entity	Percent Satisfied	
	18-34 Years Old	35 Years of Age and Older
Alamance-Caswell	64	66
Albemarle	66	79
Catawba	82	75
Centerpoint	63	73
Crossroads	69	67
Cumberland	76	78
Durham	76	73
Eastpointe	79	78
Edgecombe-Nash	57	71
Five County	79	79
Foothills	71	82
Guilford	53	56
Johnston	88	74
Mecklenburg	92	80
Neuse	81	63
New River	71	77
Onslow	78	72
OPC	89	71
Pathways	91	70
Piedmont	NA	NA
Pitt	80	72
Roanoke-Chowan	63	71
Sandhills	77	75
Smoky Mountain	71	76
Southeastern Center	69	78
Southeastern Regional	81	67
Tideland	60	74
Wake	91	72
Western Highlands	75	73
Wilson-Greene	74	89
Statewide	74	74
Lowest Score	53	56
Highest Score	92	89

NA indicates that there were less than ten respondents

Adult Social Connection

Satisfaction Scores by Gender Groups

Overall, women were less satisfied than men in terms of their social connectedness

Local Management Entity	Percent Satisfied	
	Women	Men
Alamance-Caswell	55	79
Albemarle	69	88
Catawba	70	87
Centerpoint	65	73
Crossroads	69	65
Cumberland	75	81
Durham	74	74
Eastpointe	77	80
Edgecombe-Nash	64	73
Five County	74	86
Foothills	72	85
Guilford	56	55
Johnston	76	81
Mecklenburg	82	86
Neuse	70	67
New River	71	84
Onslow	66	84
OPC	76	77
Pathways	79	73
Piedmont	NA	NA
Pitt	84	67
Roanoke-Chowan	62	82
Sandhills	70	81
Smoky Mountain	72	78
Southeastern Center	75	75
Southeastern Regional	70	74
Tideland	69	75
Wake	70	85
Western Highlands	74	73
Wilson-Greene	89	83
Statewide	71	78
Lowest Score	55	55
Highest Score	89	88

NA indicates that there were less than ten respondents

Adult Social Connection

Satisfaction Scores by Race/Ethnic Groups

Overall, African Americans were more satisfied than European Americans in terms of their social connectedness.

Local Management Entity	Percent Satisfied	
	African American	European American
Alamance-Caswell	70	62
Albemarle	89	72
Catawba	81	76
Centerpoint	78	66
Crossroads	74	65
Cumberland	86	73
Durham	77	73
Eastpointe	83	76
Edgecombe-Nash	69	67
Five County	86	71
Foothills	84	78
Guilford	56	54
Johnston	85	73
Mecklenburg	88	82
Neuse	70	68
New River	100	74
Onslow	70	73
OPC	80	74
Pathways	63	80
Piedmont	NA	NA
Pitt	78	71
Roanoke-Chowan	76	44
Sandhills	78	74
Smoky Mountain	84	72
Southeastern Center	73	80
Southeastern Regional	67	71
Tideland	75	75
Wake	75	79
Western Highlands	88	74
Wilson-Greene	88	89
Statewide	78	72
Lowest Score	56	44
Highest Score	100	89

NA indicates that there were less than ten respondents

Adult Social Connection

Satisfaction Scores by Disability Groups

Overall, adults who had a substance abuse disability were more satisfied with their social connectedness than adults who had other disabilities.

Local Management Entity	Percent Satisfied		
	Mental Health	Substance Abuse	Substance Abuse and Mental Health
Alamance-Caswell	62	91	65
Albemarle	73	88	75
Catawba	72	88	75
Centerpoint	62	69	77
Crossroads	68	68	59
Cumberland	73	89	74
Durham	73	71	74
Eastpointe	75	80	78
Edgecombe-Nash	71	NA	50
Five County	74	NA	75
Foothills	78	NA	79
Guilford	55	NA	52
Johnston	78	NA	73
Mecklenburg	85	87	77
Neuse	62	NA	75
New River	72	88	70
Onslow	76	NA	66
OPC	70	85	76
Pathways	84	NA	60
Piedmont	NA	NA	NA
Pitt	67	80	74
Roanoke-Chowan	75	NA	64
Sandhills	74	80	72
Smoky Mountain	72	72	82
Southeastern Center	72	79	79
Southeastern Regional	66	NA	81
Tideland	72	NA	69
Wake	74	NA	83
Western Highlands	75	82	67
Wilson-Greene	85	NA	92
Statewide	72	80	72
Lowest Score	55	68	50
Highest Score	85	91	92

NA indicates that there were less than ten respondents

Adult Social Connection

Satisfaction Scores by Time Since Admission

Overall, adults who had been in their programs for five or more years were more satisfied with their social connectedness than adults who had been in their programs for fewer years.

Local Management Entity	Percent Satisfied		
	Less than One Year	One to Five Years	More than Five Years
Alamance-Caswell	61	62	68
Albemarle	65	79	86
Catawba	80	68	83
Centerpoint	73	59	78
Crossroads	72	65	58
Cumberland	78	75	81
Durham	64	76	83
Eastpointe	73	77	80
Edgecombe-Nash	64	62	82
Five County	59	75	87
Foothills	88	77	82
Guilford	46	63	61
Johnston	78	68	89
Mecklenburg	92	75	86
Neuse	65	71	74
New River	69	83	80
Onslow	60	76	81
OPC	76	74	80
Pathways	80	80	86
Piedmont	NA	NA	NA
Pitt	76	64	80
Roanoke-Chowan	NA	50	79
Sandhills	75	71	79
Smoky Mountain	77	71	78
Southeastern Center	65	76	82
Southeastern Regional	65	67	81
Tideland	65	76	74
Wake	91	70	76
Western Highlands	77	67	79
Wilson-Greene	80	87	85
Statewide	71	71	80
Lowest Score	46	50	58
Highest Score	92	87	89

NA indicates that there were less than ten respondents

Adult Treatment Outcomes

Satisfaction Scores for Items 1-4 in Domain

Overall, adults had similar responses to the first four items for this satisfaction domain.

Local Management Entity	Percent Satisfied				
	I deal more effectively with daily problems	I am better able to control my life	I am better able to deal with crisis	I am getting along better with my family	Treatment Outcomes Domain
Alamance-Caswell	66	66	65	66	65
Albemarle	68	68	68	67	68
Catawba	74	73	73	74	73
Centerpoint	69	69	69	69	69
Crossroads	56	57	57	56	57
Cumberland	75	75	75	75	75
Durham	73	73	74	74	73
Eastpointe	76	76	77	76	76
Edgecombe-Nash	64	63	63	64	63
Five County	76	76	76	76	76
Foothills	80	81	80	81	80
Guilford	53	54	53	53	53
Johnston	71	71	71	72	71
Mecklenburg	87	87	87	88	87
Neuse	71	71	71	71	71
New River	68	68	68	68	68
Onslow	74	73	74	75	74
OPC	79	79	79	79	79
Pathways	81	81	81	81	81
Piedmont	NA	NA	NA	NA	NA
Pitt	78	78	78	79	78
Roanoke-Chowan	72	72	71	70	72
Sandhills	70	70	70	70	70
Smoky Mountain	71	70	71	70	70
Southeastern Center	74	74	74	74	74
Southeastern Regional	75	75	75	75	75
Tideland	64	65	65	65	64
Wake	81	80	81	81	81
Western Highlands	75	75	75	75	75
Wilson-Greene	81	81	80	79	80
Statewide	72	72	72	72	72
Lowest Score	53	54	53	65	53
Highest Score	87	87	87	88	87

NA indicates that there were less than ten respondents

Adult Treatment Outcomes

Satisfaction Scores for Items 5-8 in Domain

Overall, adults had similar responses to the last four items for this satisfaction domain.

Local Management Entity	Percent Satisfied				
	I do better in social situations	I do better in school and/or work	My symptoms are not bothering me as much	My housing situation has improved	Treatment Outcomes Domain
Alamance-Caswell	66	68	65	65	65
Albemarle	68	65	67	68	68
Catawba	73	73	73	73	73
Centerpoint	69	65	68	70	69
Crossroads	56	58	56	60	57
Cumberland	75	75	75	75	75
Durham	74	72	73	73	73
Eastpointe	76	75	76	77	76
Edgecombe-Nash	63	68	64	65	63
Five County	76	78	76	75	76
Foothills	80	79	81	80	80
Guilford	53	53	53	54	53
Johnston	72	73	72	70	71
Mecklenburg	88	92	89	87	87
Neuse	72	73	71	68	71
New River	68	70	68	67	68
Onslow	74	76	75	74	74
OPC	79	76	79	78	79
Pathways	81	82	81	79	81
Piedmont	NA	NA	NA	NA	NA
Pitt	79	78	77	79	78
Roanoke-Chowan	72	79	71	70	72
Sandhills	70	73	69	70	70
Smoky Mountain	70	72	71	70	70
Southeastern Center	74	75	74	74	74
Southeastern Regional	75	72	74	73	75
Tideland	65	69	65	65	64
Wake	81	81	81	83	81
Western Highlands	75	78	74	75	75
Wilson-Greene	80	77	80	78	80
Statewide	72	73	72	72	72
Lowest Score	65	69	53	65	53
Highest Score	88	92	89	87	87

NA indicates that there were less than ten respondents

Adult Treatment Outcomes

Satisfaction Scores by Age Groups

Overall, there was not much difference between younger and older adults in terms of satisfaction with their treatment outcomes.

Local Management Entity	Percent Satisfied	
	18-34 Years Old	35 Years of Age and Older
Alamance-Caswell	67	65
Albemarle	56	71
Catawba	74	73
Centerpoint	64	71
Crossroads	56	57
Cumberland	76	75
Durham	78	71
Eastpointe	69	78
Edgecombe-Nash	54	65
Five County	69	78
Foothills	81	80
Guilford	42	57
Johnston	66	73
Mecklenburg	91	86
Neuse	81	67
New River	65	69
Onslow	77	72
OPC	86	75
Pathways	82	81
Piedmont	NA	NA
Pitt	77	78
Roanoke-Chowan	75	71
Sandhills	64	72
Smoky Mountain	67	72
Southeastern Center	76	73
Southeastern Regional	75	75
Tideland	55	66
Wake	68	84
Western Highlands	73	76
Wilson-Greene	79	80
Statewide	70	73
Lowest Score	55	66
Highest Score	91	86

NA indicates that there were less than ten respondents

Adult Treatment Outcomes

Satisfaction Scores by Gender Groups

Overall, women were less satisfied than men about their treatment outcomes.

Local Management Entity	Percent Satisfied	
	Women	Men
Alamance-Caswell	58	74
Albemarle	65	73
Catawba	67	82
Centerpoint	61	75
Crossroads	56	59
Cumberland	72	79
Durham	75	72
Eastpointe	75	78
Edgecombe-Nash	68	56
Five County	72	81
Foothills	79	81
Guilford	52	55
Johnston	72	69
Mecklenburg	84	92
Neuse	73	69
New River	65	73
Onslow	74	73
OPC	73	84
Pathways	79	83
Piedmont	NA	NA
Pitt	80	77
Roanoke-Chowan	67	81
Sandhills	64	77
Smoky Mountain	74	65
Southeastern Center	71	77
Southeastern Regional	71	81
Tideland	65	64
Wake	77	86
Western Highlands	72	78
Wilson-Greene	81	78
Statewide	70	76
Lowest Score	64	64
Highest Score	84	92

NA indicates that there were less than ten respondents

Adult Treatment Outcomes

Satisfaction Scores by Race/Ethnic Groups

Overall, African Americans were more satisfied than European Americans with their treatment outcomes.

Local Management Entity	Percent Satisfied	
	African American	European American
Alamance-Caswell	78	62
Albemarle	79	66
Catawba	81	70
Centerpoint	77	63
Crossroads	67	55
Cumberland	82	72
Durham	76	69
Eastpointe	76	79
Edgecombe-Nash	66	58
Five County	81	73
Foothills	74	80
Guilford	51	54
Johnston	83	63
Mecklenburg	91	87
Neuse	61	74
New River	100	65
Onslow	68	76
OPC	80	77
Pathways	100	78
Piedmont	NA	NA
Pitt	81	80
Roanoke-Chowan	69	78
Sandhills	75	66
Smoky Mountain	78	69
Southeastern Center	71	74
Southeastern Regional	33	74
Tideland	65	67
Wake	81	81
Western Highlands	88	74
Wilson-Greene	81	81
Statewide	76	70
Lowest Score	33	66
Highest Score	100	87

NA indicates that there were less than ten respondents

Adult Treatment Outcomes

Satisfaction Scores by Disability Groups

Overall, adults with only substance abuse disabilities were less satisfied with their treatment outcomes than adults with other disabilities.

Local Management Entity	Percent Satisfied		
	Mental Health	Substance Abuse	Substance Abuse and Mental Health
Alamance-Caswell	63	82	63
Albemarle	68	56	70
Catawba	68	81	73
Centerpoint	67	71	73
Crossroads	53	52	64
Cumberland	66	97	73
Durham	69	70	79
Eastpointe	71	80	79
Edgecombe-Nash	69	NA	42
Five County	73	NA	78
Foothills	79	NA	79
Guilford	54	NA	50
Johnston	69	NA	73
Mecklenburg	85	87	91
Neuse	70	NA	67
New River	67	82	64
Onslow	74	NA	69
OPC	75	76	85
Pathways	74	NA	80
Piedmont	NA	NA	NA
Pitt	77	79	78
Roanoke-Chowan	75	NA	73
Sandhills	67	81	61
Smoky Mountain	70	64	77
Southeastern Center	68	89	70
Southeastern Regional	72	NA	79
Tideland	62	NA	69
Wake	80	NA	80
Western Highlands	74	85	70
Wilson-Greene	77	NA	77
Statewide	70	79	72
Lowest Score	53	52	42
Highest Score	85	97	91

NA indicates that there were less than ten respondents

Adult Treatment Outcomes

Satisfaction Scores by Time Since Admission

Overall, adults who had been in their programs for more than five years were more satisfied with their treatment outcomes than adults who had been in their programs for fewer years.

Local Management Entity	Percent Satisfied		
	Less Than One Year	One to Five Years	More than Five Years
Alamance-Caswell	67	62	68
Albemarle	52	71	81
Catawba	62	77	81
Centerpoint	63	64	76
Crossroads	55	57	68
Cumberland	74	74	76
Durham	66	74	78
Eastpointe	61	74	83
Edgecombe-Nash	72	43	73
Five County	65	70	82
Foothills	66	83	86
Guilford	35	65	62
Johnston	61	67	83
Mecklenburg	89	84	89
Neuse	62	89	65
New River	65	66	80
Onslow	67	73	83
OPC	85	74	78
Pathways	81	81	71
Piedmont	NA	NA	NA
Pitt	80	84	71
Roanoke-Chowan	NA	NA	68
Sandhills	69	64	80
Smoky Mountain	74	64	77
Southeastern Center	69	74	77
Southeastern Regional	73	69	81
Tideland	39	72	73
Wake	82	76	88
Western Highlands	81	65	79
Wilson-Greene	78	83	79
Statewide	67	71	78
Lowest Score	39	64	68
Highest Score	89	89	89

NA indicates that there were less than ten respondents

Child/Adolescent Access to Services

Satisfaction Scores by Items in Domain

Overall, children and adolescents had similar responses to the items for this satisfaction domain.

Local Management Entity	Percent Satisfied		
	The location of services was convenient	Services were available at times that were convenient for me	Access to Services Domain
Alamance-Caswell	83	83	83
Albemarle	92	92	92
Catawba	74	74	74
Centerpoint	64	64	64
Crossroads	64	64	64
Cumberland	84	84	84
Durham	76	76	76
Eastpointe	85	85	85
Edgecombe-Nash	NA	NA	NA
Five County	80	80	80
Foothills	74	74	74
Guilford	77	77	77
Johnston	68	68	68
Mecklenburg	67	67	67
Neuse	84	84	84
New River	76	76	76
Onslow	93	93	93
OPC	74	74	74
Pathways	83	83	83
Piedmont	NA	NA	NA
Pitt	81	81	81
Roanoke-Chowan	87	87	87
Sandhills	75	75	75
Smoky Mountain	83	83	83
Southeastern Center	81	81	81
Southeastern Regional	83	83	83
Tideland	82	82	82
Wake	83	83	83
Western Highlands	82	82	82
Wilson-Greene	81	81	81
Statewide	79	79	79
Lowest Score	64	64	64
Highest Score	93	93	93

NA indicates that there were less than ten respondents

Child/Adolescent Access to Services

Satisfaction Scores by Age Groups

Overall, children were more satisfied than adolescents about their access to services.

Local Management Entity	Percent Satisfied	
	Children (Age 5-11)	Adolescents (Age 12-17)
Alamance-Caswell	97	75
Albemarle	91	93
Catawba	76	71
Centerpoint	70	60
Crossroads	67	63
Cumberland	94	78
Durham	90	73
Eastpointe	91	81
Edgecombe-Nash	NA	NA
Five County	100	73
Foothills	77	72
Guilford	92	68
Johnston	60	73
Mecklenburg	100	63
Neuse	90	81
New River	92	62
Onslow	95	92
OPC	83	65
Pathways	87	80
Piedmont	NA	NA
Pitt	86	79
Roanoke-Chowan	100	82
Sandhills	82	69
Smoky Mountain	92	78
Southeastern Center	89	75
Southeastern Regional	84	82
Tideland	89	78
Wake	79	84
Western Highlands	89	75
Wilson-Greene	73	85
Statewide	86	76
Lowest Score	60	60
Highest Score	100	93

NA indicates that there were less than ten respondents

Child/Adolescent Access to Services

Satisfaction Scores by Gender Groups

Overall, there was not much difference between girls and boys in terms of their satisfaction with access to services.

Local Management Entity	Percent Satisfied	
	Girls	Boys
Alamance-Caswell	83	83
Albemarle	100	87
Catawba	81	70
Centerpoint	82	56
Crossroads	67	63
Cumberland	83	84
Durham	75	76
Eastpointe	88	83
Edgecombe-Nash	NA	NA
Five County	67	86
Foothills	67	78
Guilford	74	79
Johnston	83	62
Mecklenburg	67	68
Neuse	93	81
New River	63	82
Onslow	83	97
OPC	75	73
Pathways	86	80
Piedmont	NA	NA
Pitt	76	83
Roanoke-Chowan	100	79
Sandhills	73	75
Smoky Mountain	84	82
Southeastern Center	82	81
Southeastern Regional	88	78
Tideland	76	85
Wake	84	82
Western Highlands	93	73
Wilson-Greene	88	79
Statewide	81	79
Lowest Score	63	56
Highest Score	100	97

NA indicates that there were less than ten respondents

Child/Adolescent Access to Services

Satisfaction Scores by Race/Ethnic Groups

Overall, there was not much difference between race/ethnic groups in terms of their satisfaction with access to services.

Local Management Entity	Percent Satisfied	
	African American	European American
Alamance-Caswell	84	78
Albemarle	93	95
Catawba	NA	74
Centerpoint	77	53
Crossroads	33	67
Cumberland	77	91
Durham	76	86
Eastpointe	79	84
Edgecombe-Nash	NA	NA
Five County	92	72
Foothills	NA	76
Guilford	74	77
Johnston	64	68
Mecklenburg	68	62
Neuse	87	82
New River	NA	72
Onslow	100	95
OPC	NA	80
Pathways	88	83
Piedmont	NA	NA
Pitt	83	81
Roanoke-Chowan	90	75
Sandhills	79	75
Smoky Mountain	84	80
Southeastern Center	70	85
Southeastern Regional	NA	82
Tideland	92	79
Wake	92	81
Western Highlands	NA	84
Wilson-Greene	84	81
Statewide	80	79
Lowest Score	33	53
Highest Score	100	95

NA indicates that there were less than ten respondents

Child/Adolescent Access to Services

Satisfaction Scores by Disability Groups

Overall, there was little difference between the disability groups in terms of their satisfaction with access to services.

Local Management Entity	Percent Satisfied	
	Mental Health	Other Disabilities
Alamance-Caswell	89	61
Albemarle	93	NA
Catawba	77	62
Centerpoint	60	NA
Crossroads	69	NA
Cumberland	87	71
Durham	78	69
Eastpointe	86	80
Edgecombe-Nash	NA	NA
Five County	76	NA
Foothills	75	NA
Guilford	75	84
Johnston	68	NA
Mecklenburg	68	67
Neuse	81	93
New River	76	75
Onslow	100	83
OPC	75	NA
Pathways	83	82
Piedmont	NA	NA
Pitt	81	83
Roanoke-Chowan	88	85
Sandhills	75	72
Smoky Mountain	83	NA
Southeastern Center	80	83
Southeastern Regional	82	NA
Tideland	81	NA
Wake	83	84
Western Highlands	82	80
Wilson-Greene	83	78
Statewide	80	78
Lowest Score	60	61
Highest Score	100	93

NA indicates that there were less than ten respondents

Child/Adolescent Access to Services

Satisfaction Scores by Time Since Admission

Overall, there was little difference in satisfaction with access to services for children and adolescents who had been in their programs for more or less than one year.

Local Management Entity	Percent Satisfied	
	One Year or Less	More Than One Year
Alamance-Caswell	95	78
Albemarle	83	96
Catawba	76	73
Centerpoint	67	63
Crossroads	NA	64
Cumberland	79	88
Durham	80	75
Eastpointe	NA	84
Edgecombe-Nash	NA	NA
Five County	91	76
Foothills	77	73
Guilford	87	75
Johnston	62	75
Mecklenburg	40	79
Neuse	76	87
New River	90	73
Onslow	NA	92
OPC	NA	78
Pathways	93	80
Piedmont	NA	NA
Pitt	77	84
Roanoke-Chowan	91	86
Sandhills	73	75
Smoky Mountain	75	87
Southeastern Center	86	80
Southeastern Regional	83	82
Tideland	NA	86
Wake	NA	82
Western Highlands	81	82
Wilson-Greene	NA	81
Statewide	78	80
Lowest Score	40	63
Highest Score	95	96

NA indicates that there were less than ten respondents

Child/Adolescent Treatment Planning

Satisfaction Scores by Items in Domain

Overall, children and adolescents had similar responses to the items for this satisfaction domain.

Local Management Entity	Percent Satisfied			
	I helped to choose my services	I helped to choose my treatment goals	I participated in my own treatment	Treatment Planning Domain
Alamance-Caswell	93	83	97	84
Albemarle	82	94	86	92
Catawba	87	84	94	85
Centerpoint	83	79	90	81
Crossroads	84	86	84	88
Cumberland	85	87	88	88
Durham	91	84	91	85
Edgecombe-Nash	NA	NA	NA	93
Eastpointe	81	90	93	NA
Five County	90	81	87	84
Foothills	84	86	94	85
Guilford	91	83	94	89
Johnston	81	83	84	84
Mecklenburg	81	74	89	75
Neuse	89	89	92	89
New River	81	85	81	91
Onslow	89	100	93	100
OPC	79	87	85	87
Pathways	88	88	90	91
Piedmont	NA	NA	NA	NA
Pitt	83	84	87	85
Roanoke-Chowan	79	94	85	95
Sandhills	80	81	87	84
Smoky Mountain	83	88	90	88
Southeastern Center	88	89	94	89
Southeastern Regional	88	82	92	83
Tideland	84	88	90	89
Wake	91	85	97	86
Western Highlands	88	89	94	89
Wilson-Greene	96	85	97	85
Statewide	86	86	91	87
Lowest Score	79	81	85	75
Highest Score	96	100	97	100

NA indicates that there were less than ten respondents

Child/Adolescent Treatment Planning

Satisfaction Scores by Age Groups

Overall, children were more satisfied than adolescents in terms of their participation in treatment planning.

Local Management Entity	Percent Satisfied	
	Children (Age 5-11)	Adolescents (Age 12-17)
Alamance-Caswell	94	78
Albemarle	91	93
Catawba	82	88
Centerpoint	89	74
Crossroads	92	86
Cumberland	94	84
Durham	97	82
Eastpointe	94	93
Edgecombe-Nash	NA	NA
Five County	100	80
Foothills	86	84
Guilford	96	85
Lee-Harnett	87	82
Mecklenburg	100	70
Neuse	97	85
New River	100	83
Onslow	100	100
OPC	100	76
Pathways	92	90
Piedmont	NA	NA
Pitt	95	80
Roanoke-Chowan	92	97
Sandhills	86	83
Smoky Mountain	92	86
Southeastern Center	95	85
Southeastern Regional	85	81
Tideland	96	85
Wake	89	86
Western Highlands	94	85
Wilson-Greene	73	90
Statewide	92	84
Lowest Score	73	70
Highest Score	100	100

NA indicates that there were less than ten respondents

Child/Adolescent Treatment Planning

Satisfaction Scores by Gender Groups

Overall, there was no difference between girls and boys in terms of satisfaction with their participation in treatment planning.

Local Management Entity	Percent Satisfied	
	Girls	Boys
Alamance-Caswell	80	87
Albemarle	100	87
Catawba	86	84
Centerpoint	80	81
Crossroads	100	81
Cumberland	79	91
Durham	87	84
Eastpointe	88	95
Edgecombe-Nash	NA	NA
Five County	77	88
Foothills	82	86
Guilford	87	90
Johnston	93	79
Mecklenburg	67	78
Neuse	97	86
New River	92	90
Onslow	100	100
OPC	88	87
Pathways	90	92
Piedmont	NA	NA
Pitt	85	85
Roanoke-Chowan	100	93
Sandhills	81	86
Smoky Mountain	77	94
Southeastern Center	91	89
Southeastern Regional	88	79
Tideland	85	91
Wake	88	85
Western Highlands	95	84
Wilson-Greene	88	84
Statewide	87	87
Lowest Score	67	78
Highest Score	100	100

NA indicates that there were less than ten respondents

Child/Adolescent Treatment Planning

Satisfaction Scores by Race/Ethnic Groups

Overall, there was no difference between African Americans and European Americans in terms of satisfaction with their participation in treatment planning.

Local Management Entity	Percent Satisfied	
	African American	European American
Alamance-Caswell	76	82
Albemarle	93	90
Catawba	NA	87
Centerpoint	88	72
Crossroads	NA	91
Cumberland	83	94
Durham	85	96
Eastpointe	94	91
Edgecombe-Nash	NA	NA
Five County	94	78
Foothills	NA	86
Guilford	90	85
Johnston	79	85
Mecklenburg	78	62
Neuse	88	88
New River	NA	90
Onslow	100	100
OPC	NA	95
Pathways	95	90
Piedmont	NA	NA
Pitt	84	85
Roanoke-Chowan	96	100
Sandhills	86	85
Smoky Mountain	94	83
Southeastern Center	82	100
Southeastern Regional	NA	80
Tideland	93	86
Wake	95	85
Western Highlands	80	91
Wilson-Greene	86	88
Statewide	87	87
Lowest Score	76	62
Highest Score	100	100

NA indicates that there were less than ten respondents

Child/Adolescent Treatment Planning

Satisfaction Scores by Disability Groups

Overall, there was not much difference between the disability groups in terms of satisfaction with their participation in treatment planning.

Local Management Entity	Percent Satisfied	
	Mental Health Disabilities	Other Disabilities
Alamance-Caswell	88	68
Albemarle	97	78
Catawba	85	85
Centerpoint	81	78
Crossroads	88	86
Cumberland	88	86
Durham	87	80
Eastpointe	96	87
Edgecombe-Nash	NA	NA
Five County	81	100
Foothills	85	83
Guilford	88	91
Johnston	83	100
Mecklenburg	72	83
Neuse	86	96
New River	94	77
Onslow	100	100
OPC	89	50
Pathways	90	95
Piedmont	NA	NA
Pitt	85	83
Roanoke-Chowan	93	100
Sandhills	85	83
Smoky Mountain	87	100
Southeastern Center	88	92
Southeastern Regional	82	90
Tideland	87	100
Wake	85	92
Western Highlands	88	94
Wilson-Greene	87	81
Statewide	87	88
Lowest Score	72	50
Highest Score	100	100

NA indicates that there were less than ten respondents

Child/Adolescent Treatment Planning

Satisfaction Scores by Time Since Admission

Overall, there was hardly any difference between children and adolescents who had been in programs for more or less than one year and their satisfaction with participation in treatment planning.

Local Management Entity	Percent Satisfied	
	One Year or Less	More than One year
Alamance-Caswell	91	81
Albemarle	92	92
Catawba	84	85
Centerpoint	88	78
Crossroads	90	87
Cumberland	82	92
Durham	88	85
Eastpointe	100	92
Edgecombe-Nash	NA	NA
Five County	92	82
Foothills	85	85
Guilford	94	88
Johnston	77	90
Mecklenburg	60	81
Neuse	84	90
New River	94	90
Onslow	NA	100
OPC	NA	88
Pathways	94	90
Piedmont	NA	NA
Pitt	81	88
Roanoke-Chowan	100	94
Sandhills	83	85
Smoky Mountain	87	89
Southeastern Center	96	88
Southeastern Regional	87	79
Tideland	70	93
Wake	NA	86
Western Highlands	92	88
Wilson-Greene	NA	83
Statewide	87	87
Lowest Score	60	78
Highest Score	100	100

NA indicates that there were less than ten respondents

Appropriate Child/Adolescent Services

Satisfaction Scores by Items in Domain

Overall, children and adolescents had similar responses to the items for this satisfaction domain.

Local Management Entity	Percent Satisfied						
	Overall, I am satisfied with the services I received	The people helping me stuck with me no matter what	I felt I had someone to talk to when I was troubled	I received services that were right for me	I got the help I wanted	I got as much help as I needed	Appropriate Services Domain
Alamance-Caswell	90	89	86	89	90	89	90
Albemarle	89	89	83	89	89	89	89
Catawba	77	78	78	77	77	77	77
Centerpoint	74	73	77	76	75	75	76
Crossroads	64	67	84	67	67	65	68
Cumberland	84	84	86	85	84	84	84
Durham	83	84	79	83	83	83	84
Eastpointe	87	86	83	87	88	88	90
Edgecombe-Nash	NA	NA	NA	NA	NA	NA	NA
Five County	85	85	95	88	88	90	87
Foothills	80	80	81	79	80	80	80
Guilford	81	80	79	80	80	80	87
Johnston	72	70	60	73	76	73	72
Mecklenburg	78	78	81	78	79	80	78
Neuse	89	89	83	89	89	89	90
New River	78	78	73	77	76	78	84
Onslow	93	93	90	93	93	93	93
OPC	79	79	87	79	79	81	79
Pathways	88	88	85	88	88	88	91
Piedmont	NA	NA	NA	NA	NA	NA	NA
Pitt	84	84	86	85	84	83	84
Roanoke-Chowan	85	85	85	85	85	86	86
Sandhills	80	80	80	80	79	79	82
Smoky Mountain	85	85	89	84	85	84	85
Southeastern Center	83	83	92	84	83	83	84
Southeastern Regional	94	93	91	93	92	92	93
Tideland	85	83	77	84	86	84	88
Wake	88	87	88	87	88	88	87
Western Highlands	88	88	87	87	87	88	87
Wilson-Greene	83	83	73	83	83	83	83
Statewide	84	84	83	84	84	84	85
Lowest Score	64	67	60	67	67	65	68
Highest Score	100	100	100	100	100	100	93

NA indicates that there were less than ten respondents

Appropriate Child/Adolescent Services

Satisfaction Scores by Age Group

Overall, children were more satisfied with the appropriateness of their services than were adolescents.

Local Management Entity	Percent Satisfied	
	Children (Age 5-11)	Adolescents (Age 12-17)
Alamance-Caswell	100	84
Albemarle	100	85
Catawba	79	75
Centerpoint	78	74
Crossroads	75	64
Cumberland	91	81
Durham	94	82
Eastpointe	97	86
Edgecombe-Nash	NA	NA
Five County	100	83
Foothills	86	76
Guilford	94	82
Johnston	67	75
Mecklenburg	100	75
Neuse	91	89
New River	94	76
Onslow	95	92
OPC	83	76
Pathways	92	90
Piedmont	NA	NA
Pitt	90	80
Roanoke-Chowan	100	81
Sandhills	90	78
Smoky Mountain	88	83
Southeastern Center	92	78
Southeastern Regional	96	92
Tideland	92	85
Wake	84	88
Western Highlands	91	83
Wilson-Greene	77	85
Statewide	90	82
Lowest Score	67	64
Highest Score	100	92

NA indicates that there were less than ten respondents

Appropriate Child/Adolescent Services

Satisfaction Scores by Gender Groups

Overall, there was not much difference between girls and boys in terms of their satisfaction with the appropriateness of services.

Local Management Entity	Percent Satisfied	
	Girls	Boys
Alamance-Caswell	93	87
Albemarle	87	91
Catawba	86	73
Centerpoint	90	69
Crossroads	71	65
Cumberland	83	85
Durham	82	85
Eastpointe	96	88
Edgecombe-Nash	NA	NA
Five County	77	91
Foothills	68	86
Guilford	84	88
Johnston	86	66
Mecklenburg	80	78
Neuse	93	88
New River	77	88
Onslow	86	97
OPC	75	83
Pathways	98	86
Piedmont	NA	NA
Pitt	79	85
Roanoke-Chowan	94	81
Sandhills	86	80
Smoky Mountain	90	81
Southeastern Center	86	84
Southeastern Regional	94	92
Tideland	85	89
Wake	88	87
Western Highlands	95	81
Wilson-Greene	88	81
Statewide	86	84
Lowest Score	79	80
Highest Score	98	97

NA indicates that there were less than ten respondents

Appropriate Child/Adolescent Services

Satisfaction Scores by Race/Ethnic Groups

Overall, there was little difference between African Americans and European Americans in terms of their satisfaction with the appropriateness of services

Local Management Entity	Percent Satisfied	
	African American	European American
Alamance-Caswell	90	86
Albemarle	100	86
Catawba	NA	76
Centerpoint	76	72
Crossroads	NA	68
Cumberland	78	88
Durham	83	87
Eastpointe	84	88
Edgecombe-Nash	NA	NA
Five County	94	72
Foothills	NA	82
Guilford	86	86
Johnston	57	78
Mecklenburg	78	77
Neuse	94	86
New River	100	82
Onslow	100	95
OPC	NA	80
Pathways	85	93
Piedmont	NA	100
Pitt	88	77
Roanoke-Chowan	91	69
Sandhills	86	83
Smoky Mountain	83	85
Southeastern Center	75	86
Southeastern Regional	NA	93
Tideland	93	86
Wake	95	82
Western Highlands	NA	86
Wilson-Greene	84	81
Statewide	85	84
Lowest Score	57	68
Highest Score	100	100

NA indicates that there were less than ten respondents

Appropriate Child/Adolescent Services

Satisfaction Scores by Disability Groups

Overall, there was little difference between the disability groups in terms of their satisfaction with the appropriateness of services.

Local Management Entity	Percent Satisfied	
	Mental Health Disabilities	Other Disabilities
Alamance-Caswell	94	74
Albemarle	86	100
Catawba	81	62
Centerpoint	74	NA
Crossroads	73	NA
Cumberland	88	73
Durham	84	83
Eastpointe	90	91
Edgecombe-Nash	NA	NA
Five County	84	NA
Foothills	81	NA
Guilford	86	89
Johnston	75	NA
Mecklenburg	79	75
Neuse	88	93
New River	85	77
Onslow	100	85
OPC	78	NA
Pathways	91	91
Piedmont	NA	NA
Pitt	84	83
Roanoke-Chowan	87	85
Sandhills	85	73
Smoky Mountain	85	NA
Southeastern Center	84	85
Southeastern Regional	93	90
Tideland	89	NA
Wake	88	84
Western Highlands	87	88
Wilson-Greene	83	81
Statewide	85	83
Lowest Score	73	62
Highest Score	100	100

NA indicates that there were less than ten respondents

Appropriate Child/Adolescent Services

Satisfaction Scores by Time Since Admission

Overall, there was not much difference in satisfaction with the appropriateness of services for children and adolescents who had been in their programs for more or less than one year.

Local Management Entity	Percent Satisfied	
	One Year or Less	More Than One Year
Alamance-Caswell	95	88
Albemarle	83	92
Catawba	80	76
Centerpoint	71	78
Crossroads	70	67
Cumberland	84	84
Durham	88	83
Eastpointe	92	90
Edgecombe-Nash	NA	NA
Five County	92	85
Foothills	85	78
Guilford	94	85
Johnston	68	76
Mecklenburg	60	86
Neuse	80	93
New River	94	81
Onslow	100	NA
OPC	67	NA
Pathways	94	90
Piedmont	NA	NA
Pitt	81	86
Roanoke-Chowan	91	84
Sandhills	84	81
Smoky Mountain	80	87
Southeastern Center	87	84
Southeastern Regional	97	89
Tideland	70	91
Wake	NA	87
Western Highlands	84	89
Wilson-Greene	NA	82
Statewide	85	85
Lowest Score	60	67
Highest Score	100	93

NA indicates that there were less than ten respondents

Cultural Sensitivity of Child/Adolescent Staff

Satisfaction Scores by Items in Domain

Overall, children and adolescents had similar responses to the items for this satisfaction domain.

Local Management Entity	Percent Satisfied				
	Staff treated me with respect	Staff respected my family's religious/spiritual beliefs	Staff spoke with me in a way that I understood	Staff were sensitive to my cultural/ ethnic background	Cultural Sensitivity Domain
Alamance-Caswell	85	85	85	85	85
Albemarle	84	86	84	83	84
Catawba	76	75	76	79	76
Centerpoint	78	76	79	76	81
Crossroads	84	82	83	79	85
Cumberland	86	86	86	86	86
Durham	78	78	78	77	79
Eastpointe	84	85	83	84	88
Edgecombe-Nash	NA	NA	NA	NA	NA
Five County	93	92	93	92	93
Foothills	81	80	81	80	81
Guilford	79	78	79	78	86
Johnston	60	58	60	54	60
Mecklenburg	82	80	82	82	82
Neuse	83	84	83	84	84
New River	73	72	73	69	80
Onslow	89	86	89	87	89
OPC	86	89	87	88	87
Pathways	86	86	86	84	89
Piedmont	NA	NA	NA	NA	NA
Pitt	86	85	86	85	86
Roanoke-Chowan	86	85	85	83	86
Sandhills	81	81	80	80	83
Smoky Mountain	89	88	89	88	89
Southeastern Center	92	92	92	92	92
Southeastern Regional	91	92	92	92	92
Tideland	80	79	79	79	83
Wake	87	87	87	86	87
Western Highlands	87	88	87	89	87
Wilson-Greene	74	73	74	73	74
Statewide	83	83	83	83	85
Lowest Score	60	58	60	54	60
Highest Score	93	92	93	92	93

NA indicates that there were less than ten respondents

Cultural Sensitivity of Child/Adolescent Staff

Satisfaction Scores by Age Groups

Overall, children were more satisfied than adolescents with the cultural sensitivity of staff.

Local Management Entity	Percent Satisfied	
	Children (Age 0-11)	Adolescents (Age 12-17)
Alamance-Caswell	100	76
Albemarle	91	81
Catawba	71	81
Centerpoint	81	80
Crossroads	92	82
Cumberland	94	82
Durham	86	77
Eastpointe	87	88
Edgecombe-Nash	NA	NA
Five County	100	91
Foothills	77	84
Guilford	96	80
Johnston	60	61
Mecklenburg	86	82
Neuse	88	82
New River	79	81
Onslow	95	84
OPC	83	90
Pathways	95	85
Piedmont	NA	NA
Pitt	100	79
Roanoke-Chowan	92	84
Sandhills	94	76
Smoky Mountain	92	88
Southeastern Center	95	90
Southeastern Regional	96	90
Tideland	83	83
Wake	89	87
Western Highlands	91	83
Wilson-Greene	73	75
Statewide	90	82
Lowest Score	60	61
Highest Score	100	91

NA indicates that there were less than ten respondents

Cultural Sensitivity of Child/Adolescent Staff

Satisfaction Scores by Gender Groups

Overall, there was little difference between girls and boys in terms of their satisfaction with the cultural sensitivity of staff.

Local Management Entity	Percent Satisfied	
	Girls	Boys
Alamance-Caswell	90	80
Albemarle	87	83
Catawba	77	75
Centerpoint	85	79
Crossroads	93	81
Cumberland	93	84
Durham	79	79
Eastpointe	85	89
Edgecombe-Nash	NA	NA
Five County	92	94
Foothills	86	78
Guilford	87	84
Johnston	64	59
Mecklenburg	100	75
Neuse	83	84
New River	88	76
Onslow	93	87
OPC	94	83
Pathways	90	88
Piedmont	NA	NA
Pitt	85	86
Roanoke-Chowan	88	85
Sandhills	81	84
Smoky Mountain	90	89
Southeastern Center	94	92
Southeastern Regional	94	90
Tideland	90	80
Wake	85	89
Western Highlands	86	88
Wilson-Greene	71	75
Statewide	86	84
Lowest Score	64	59
Highest Score	100	94

NA indicates that there were less than ten respondents

Cultural Sensitivity of Child/Adolescent Staff

Satisfaction Scores by Race/Ethnic Groups

Overall, there was little difference between African Americans and European Americans in terms of their satisfaction with the cultural sensitivity of staff.

Local Management Entity	Percent Satisfied	
	African American	European American
Alamance-Caswell	76	86
Albemarle	100	76
Catawba	67	74
Centerpoint	100	72
Crossroads	67	88
Cumberland	85	94
Durham	79	83
Eastpointe	84	81
Edgecombe-Nash	NA	NA
Five County	100	83
Foothills	NA	80
Guilford	83	90
Johnston	57	59
Mecklenburg	89	77
Neuse	82	86
New River	NA	81
Onslow	93	85
OPC	NA	95
Pathways	85	90
Piedmont	NA	NA
Pitt	89	69
Roanoke-Chowan	78	92
Sandhills	83	86
Smoky Mountain	91	88
Southeastern Center	89	94
Southeastern Regional	NA	90
Tideland	93	81
Wake	88	88
Western Highlands	NA	87
Wilson-Greene	73	75
Statewide	84	84
Lowest Score	57	59
Highest Score	100	95

NA indicates that there were less than ten respondents

Cultural Sensitivity of Child/Adolescent Staff

Satisfaction Scores by Disability Groups

Overall, there was little difference between disability groups in terms of their satisfaction with the cultural sensitivity of their staff.

Local Management Entity	Percent Satisfied	
	Mental Health Disabilities	Other Disabilities
Alamance-Caswell	87	79
Albemarle	90	67
Catawba	75	77
Centerpoint	79	89
Crossroads	85	NA
Cumberland	88	82
Durham	78	83
Eastpointe	85	96
Edgecombe-Nash	NA	NA
Five County	92	100
Foothills	85	50
Guilford	85	87
Johnston	60	NA
Mecklenburg	82	83
Neuse	82	89
New River	79	85
Onslow	88	90
OPC	86	NA
Pathways	91	82
Piedmont	NA	NA
Pitt	86	83
Roanoke-Chowan	83	92
Sandhills	85	75
Smoky Mountain	90	NA
Southeastern Center	92	92
Southeastern Regional	92	90
Tideland	87	NA
Wake	87	88
Western Highlands	87	88
Wilson-Greene	76	70
Statewide	85	84
Lowest Score	60	50
Highest Score	92	100

NA indicates that there were less than ten respondents

Cultural Sensitivity of Child/Adolescent Staff

Satisfaction Scores by Time Since Admission

Overall, there was little difference in satisfaction with the cultural sensitivity of staff for children and adolescents who had been in their programs for more or less than one year.

Local Management Entity	Percent Satisfied	
	One Year or Less	More than One Year
Alamance-Caswell	91	83
Albemarle	75	88
Catawba	68	80
Centerpoint	88	78
Crossroads	100	80
Cumberland	84	88
Durham	82	78
Eastpointe	100	86
Edgecombe-Nash	NA	NA
Five County	100	91
Foothills	92	78
Guilford	85	86
Johnston	55	67
Mecklenburg	67	89
Neuse	68	89
New River	81	80
Onslow	NA	87
OPC	NA	85
Pathways	83	90
Piedmont	NA	NA
Pitt	86	86
Roanoke-Chowan	100	81
Sandhills	79	84
Smoky Mountain	90	89
Southeastern Center	96	92
Southeastern Regional	95	89
Tideland	80	83
Wake	NA	87
Western Highlands	92	84
Wilson-Greene	NA	74
Statewide	85	85
Lowest Score	55	67
Highest Score	100	92

NA indicates that there were less than ten respondents

Child/Adolescent Treatment Outcomes

Satisfaction Scores by Items in Domain

Overall, children and adolescents had similar responses to the items for this satisfaction domain.

Local Management Entity	Percent Satisfied						
	I am better at handling daily life	I get along better with family members	I get along better with friends and other people	I am doing better in school and/or work	I am better able to cope when things go wrong	I am satisfied with my family life right now	Treatment Outcomes Domain
Alamance-Caswell	81	79	79	80	81	80	79
Albemarle	86	84	84	84	86	84	84
Catawba	73	73	73	74	73	74	74
Centerpoint	72	71	72	71	72	72	76
Crossroads	70	69	69	71	69	69	73
Cumberland	81	81	81	81	81	82	81
Durham	80	81	81	81	81	80	82
Eastpointe	80	81	81	81	82	80	86
Edgecombe-Nash	NA	NA	NA	NA	NA	NA	NA
Five County	90	89	90	90	90	90	91
Foothills	76	78	77	78	77	78	78
Guilford	78	78	77	77	77	77	84
Johnston	62	61	63	60	60	61	63
Mecklenburg	84	85	84	84	85	83	84
Neuse	77	77	77	77	77	77	78
New River	64	64	64	66	63	67	75
Onslow	84	84	84	84	86	84	84
OPC	74	76	72	74	72	72	72
Pathways	82	82	82	81	82	83	86
Piedmont	NA	NA	NA	NA	NA	NA	NA
Pitt	82	81	81	81	81	81	81
Roanoke-Chowan	69	70	70	71	71	73	72
Sandhills	79	79	79	79	79	80	82
Smoky Mountain	86	86	87	87	86	86	87
Southeastern Center	88	88	88	88	88	88	88
Southeastern Regional	87	87	86	86	87	87	87
Tideland	78	78	78	78	80	78	83
Wake	87	87	86	87	87	86	87
Western Highlands	76	76	76	75	77	77	77
Wilson-Greene	74	74	73	73	74	75	74
Statewide	80	80	80	79	80	80	81
Lowest Score	62	61	63	60	60	61	63
Highest Score	90	89	90	90	90	90	91

NA indicates that there were less than ten respondents

Child/Adolescent Treatment Outcomes

Satisfaction Scores by Age Groups

Overall, children were somewhat more satisfied than adolescents with their treatment outcomes.

Local Management Entity	Percent Satisfied	
	Children (Age 5-11)	Adolescents (Age 12-17)
Alamance-Caswell	90	73
Albemarle	91	81
Catawba	71	78
Centerpoint	74	77
Crossroads	83	68
Cumberland	91	76
Durham	89	80
Eastpointe	84	86
Edgecombe-Nash	NA	NA
Five County	90	91
Foothills	77	78
Guilford	91	80
Johnston	60	64
Mecklenburg	100	NA
Neuse	85	75
New River	67	81
Onslow	80	88
OPC	89	57
Pathways	89	84
Piedmont	NA	NA
Pitt	88	78
Roanoke-Chowan	75	71
Sandhills	86	79
Smoky Mountain	92	85
Southeastern Center	92	85
Southeastern Regional	89	86
Tideland	88	80
Wake	79	89
Western Highlands	87	69
Wilson-Greene	73	75
Statewide	85	80
Lowest Score	60	57
Highest Score	100	91

NA indicates that there were less than ten respondents

Child/Adolescent Treatment Outcomes

Satisfaction Scores by Gender Groups

Overall, there was little difference between girls and boys in terms of satisfaction with their treatment outcomes.

Local Management Entity	Percent Satisfied	
	Girls	Boys
Alamance-Caswell	88	71
Albemarle	93	78
Catawba	91	66
Centerpoint	75	76
Crossroads	79	69
Cumberland	86	79
Durham	84	81
Eastpointe	81	88
Edgecombe-Nash	NA	NA
Five County	77	97
Foothills	77	78
Guilford	86	83
Johnston	64	62
Mecklenburg	80	86
Neuse	83	76
New River	65	80
Onslow	79	87
OPC	69	74
Pathways	85	86
Piedmont	NA	NA
Pitt	79	82
Roanoke-Chowan	81	67
Sandhills	80	83
Smoky Mountain	90	85
Southeastern Center	91	87
Southeastern Regional	88	87
Tideland	90	80
Wake	92	84
Western Highlands	79	76
Wilson-Greene	67	77
Statewide	83	81
Lowest Score	64	62
Highest Score	93	97

NA indicates that there were less than ten respondents

Child/Adolescent Treatment Outcomes

Satisfaction Scores Race/Ethnic Groups

Overall, there was not much difference between African Americans and European Americans in terms of satisfaction with their treatment outcomes.

Local Management Entity	Percent Satisfied	
	African American	European Americans
Alamance-Caswell	81	80
Albemarle	93	81
Catawba	83	74
Centerpoint	76	78
Crossroads	NA	74
Cumberland	83	85
Durham	81	83
Eastpointe	81	84
Edgecombe-Nash	NA	NA
Five County	100	78
Foothills	NA	76
Guilford	85	81
Johnston	50	67
Mecklenburg	81	100
Neuse	72	84
New River	NA	76
Onslow	87	90
OPC	NA	75
Pathways	95	83
Piedmont	NA	NA
Pitt	87	69
Roanoke-Chowan	74	62
Sandhills	77	88
Smoky Mountain	86	88
Southeastern Center	86	89
Southeastern Regional	NA	86
Tideland	93	81
Wake	93	79
Western Highlands	NA	77
Wilson-Greene	70	75
Statewide	82	81
Lowest Score	50	62
Highest Score	100	100

NA indicates that there were less than ten respondents

Child/Adolescent Treatment Outcomes

Satisfaction Scores by Disability Groups

Overall, there was not much difference between the disability groups in terms of satisfaction with their treatment outcomes.

<i>Local Management Entity</i>	Percent Satisfied	
	Mental Health Disabilities	Other Disabilities
Alamance-Caswell	81	74
Albemarle	90	67
Catawba	74	77
Centerpoint	77	NA
Crossroads	79	NA
Cumberland	82	77
Durham	84	74
Eastpointe	84	91
Edgecombe-Nash	NA	NA
Five County	89	NA
Foothills	81	NA
Guilford	82	89
Johnston	65	NA
Mecklenburg	85	83
Neuse	81	71
New River	76	69
Onslow	92	75
OPC	73	NA
Pathways	86	86
Piedmont	NA	NA
Pitt	82	78
Roanoke-Chowan	67	85
Sandhills	82	80
Smoky Mountain	86	NA
Southeastern Center	90	85
Southeastern Regional	88	80
Tideland	85	NA
Wake	87	88
Western Highlands	76	82
Wilson-Greene	76	70
Statewide	82	79
Lowest Score	65	67
Highest Score	92	91

NA indicates that there were less than ten respondents

Child/Adolescent Treatment Outcomes

Satisfaction Scores by Time Since Admission

Overall, there was little difference in satisfaction with treatment outcomes for children and adolescents who had been in their programs for more or less than one year.

Local Management Entity	Percent Satisfied	
	One Year or Less	More than One Year
Alamance-Caswell	91	75
Albemarle	83	85
Catawba	72	76
Centerpoint	82	73
Crossroads	90	67
Cumberland	78	84
Durham	85	81
Eastpointe	92	84
Edgecombe-Nash	NA	NA
Five County	92	91
Foothills	92	74
Guilford	76	86
Johnston	59	67
Mecklenburg	93	81
Neuse	64	83
New River	75	75
Onslow	100	82
OPC	67	73
Pathways	89	85
Piedmont	NA	NA
Pitt	83	80
Roanoke-Chowan	73	72
Sandhills	79	83
Smoky Mountain	80	91
Southeastern Center	91	88
Southeastern Regional	87	87
Tideland	80	83
Wake	100	87
Western Highlands	78	77
Wilson-Greene	78	74
Statewide	81	82
Lowest Score	59	67
Highest Score	100	91

NA indicates that there were less than ten respondents

Appendix
Responses to Survey
Survey Forms

Survey Respondents by Age Groups

Local Management Entity	Adults			Children/Adolescents		
	18-34 Years Old	Over 34 Years Old	Total	Under 12 Years Old	12-17 Years Old	Total
Alamance-Caswell	158	46	204	55	31	86
Albemarle	113	32	145	27	11	38
Catawba	76	38	114	32	34	66
Centerpoint	198	102	300	35	27	62
Crossroads	123	53	176	28	12	40
Cumberland	118	51	169	62	34	96
Durham	208	83	291	141	35	176
Eastpointe	205	68	273	59	31	90
Edgecombe-Nash	116	35	151	0	0	0
Five County	236	60	296	35	10	45
Foothills	151	53	204	37	22	59
Guilford	315	146	461	130	70	200
Johnston	97	36	133	28	15	43
Mecklenburg	90	36	126	44	7	51
Neuse	49	23	72	72	33	105
New River	152	50	202	42	33	75
Onslow	105	60	165	25	20	45
OPC	98	45	143	21	18	39
Pathways	34	14	48	62	38	100
Piedmont	0	0	0	0	0	0
Pitt	85	49	134	92	42	134
Roanoke-Chowan	38	8	46	31	12	43
Sandhills	326	103	429	120	78	198
Smoky Mountain	152	59	211	59	25	84
Southeastern Center	202	86	288	94	76	170
Southeastern Regional	139	68	207	59	27	86
Tideland	165	33	198	40	24	64
Wake	244	66	310	90	19	109
Western Highlands	170	93	263	54	47	101
Wilson-Greene	91	19	110	59	22	81
Statewide	4,255	1,615	5,870	1,633	854	2,487

NA indicates that there were less than ten respondents

Survey Respondents by Gender Groups

Local Management Entity	Adults			Children/Adolescents		
	Women	Men	Total	Girls	Boys	Total
Alamance-Caswell	115	89	204	41	45	86
Albemarle	92	53	145	15	23	38
Catawba	66	48	114	22	44	66
Centerpoint	125	175	300	20	42	62
Crossroads	118	58	176	14	26	40
Cumberland	99	70	169	29	67	96
Durham	141	150	291	62	114	176
Eastpointe	160	113	273	26	64	90
Edgecombe-Nash	81	70	151	0	0	0
Five County	178	118	296	13	32	45
Foothills	89	115	204	22	37	59
Guilford	276	184	460	79	121	200
Johnston	86	47	133	14	29	43
Mecklenburg	76	50	126	15	36	51
Neuse	41	31	72	29	76	105
New River	133	69	202	26	49	75
Onslow	84	81	165	14	31	45
OPC	67	76	143	16	23	39
Pathways	22	26	48	41	59	100
Piedmont	0	0	0	0	0	0
Pitt	66	67	133	34	100	134
Roanoke-Chowan	27	19	46	16	27	43
Sandhills	237	192	429	70	128	198
Smoky Mountain	123	88	211	31	53	84
Southeastern Center	168	120	288	35	135	170
Southeastern Regional	132	75	207	34	52	86
Tideland	136	62	198	20	44	64
Wake	189	121	310	48	61	109
Western Highlands	146	117	263	43	58	101
Wilson-Greene	58	52	110	24	57	81
Statewide	3,331	2,536	5,867	853	1,634	2,487

NA indicates that there were less than ten respondents

Survey Respondents by Race/Ethnic Groups

Local Management Entity	Adults				Children/Adolescents			
	African American	European American	Other Race	Total	African American	European American	Other Race	Total
Alamance-Caswell	61	109	25	195	21	51	13	85
Albemarle	29	104	12	145	15	21	1	37
Catawba	22	86	4	112	6	54	4	64
Centerpoint	127	128	18	273	17	36	4	57
Crossroads	19	140	15	174	3	34	3	40
Cumberland	78	70	20	168	46	34	16	96
Durham	172	96	21	289	132	23	18	173
Eastpointe	135	114	18	267	32	32	24	88
Edgecombe-Nash	78	64	9	151	0	0	0	0
Five County	147	119	28	294	16	18	10	44
Foothills	21	172	10	203	5	51	3	59
Guilford	209	203	48	460	106	59	34	199
Johnston	35	85	13	133	14	27	2	43
Mecklenburg	81	39	5	125	27	13	8	48
Neuse	26	41	4	71	50	51	4	105
New River	3	172	23	198	2	67	6	75
Onslow	47	106	12	165	15	20	9	44
OPC	42	78	11	131	7	20	7	34
Pathways	8	32	7	47	20	70	9	99
Piedmont	0	0	0	0		1	17	18
Pitt	68	51	7	126	85	26	7	118
Roanoke-Chowan	30	11	5	46	23	13	28	64
Sandhills	152	250	24	426	70	95	7	172
Smoky Mountain	51	145	14	210	35	41	78	154
Southeastern Center	124	92	65	281	57	35	7	99
Southeastern Regional	3	179	21	203		71	12	83
Tideland	72	106	16	194	14	37	34	85
Wake	133	140	34	307	40	33	19	92
Western Highlands	17	219	27	263	5	77	17	99
Wilson-Greene	55	40	12	107	44	16	401	461
Statewide	2,045	3,191	528	5,764	907	1,126	244	2,277

NA indicates that there were less than ten respondents

Survey Respondents by Disability Groups

Local Management Entity	Adults				Children/Adolescents		
	Mental Health	Substance Abuse	Substance Abuse and Mental Health	Total	Mental Health Disabilities	Other Disabilities	Total
Alamance-Caswell	133	13	42	188	67	19	86
Albemarle	98	16	27	141	29	9	38
Catawba	64	18	24	106	53	13	66
Centerpoint	151	38	78	267	53	9	62
Crossroads	110	22	35	167	33	7	40
Cumberland	86	37	43	166	74	22	96
Durham	133	52	89	274	141	35	176
Eastpointe	164	22	61	247	67	23	90
Edgecombe-Nash	87	8	50	145	0	0	0
Five County	195	4	46	245	37	8	45
Foothills	166	7	20	193	53	6	59
Guilford	315	6	106	427	153	47	200
Johnston	110	0	15	125	40	3	43
Mecklenburg	59	30	35	124	39	12	51
Neuse	34	3	21	58	77	28	105
New River	119	18	48	185	62	13	75
Onslow	80	9	39	128	25	20	45
OPC	73	26	34	133	37	2	39
Pathways	22	7	18	47	78	22	100
Piedmont	0	0	0	0	0	0	0
Pitt	66	20	20	106	116	18	134
Roanoke-Chowan	26	1	11	38	30	13	43
Sandhills	292	60	56	408	158	40	198
Smoky Mountain	131	33	44	208	79	5	84
Southeastern Center	142	29	55	226	104	66	170
Southeastern Regional	146	6	29	181	76	10	86
Tideland	150	6	36	192	55	9	64
Wake	252	5	41	298	84	25	109
Western Highlands	146	34	79	259	84	17	101
Wilson-Greene	63	5	14	82	54	27	81
Statewide	3,613	535	1,216	5,364	1,959	528	2,487

NA indicates that there were less than ten respondents

Survey Respondents by Time Since Admission

Local Management Entity	Adults			Children/Adolescents		
	One Year or Less	More than One Year	Total	One Year or Less	More than One Year	Total
Alamance-Caswell	47	148	195	64	22	86
Albemarle	50	90	140	26	12	38
Catawba	45	60	105	41	25	66
Centerpoint	66	222	288	45	17	62
Crossroads	93	79	172	30	10	40
Cumberland	80	69	149	51	45	96
Durham	81	180	261	143	33	176
Eastpointe	59	200	259	77	13	90
Edgecombe-Nash	61	84	145	0	0	0
Five County	57	228	285	33	12	45
Foothills	34	159	193	46	13	59
Guilford	184	250	434	167	33	200
Johnston	37	91	128	21	22	43
Mecklenburg	38	86	124	36	15	51
Neuse	21	47	68	80	25	105
New River	61	133	194	59	16	75
Onslow	42	116	158	38	7	45
OPC	42	96	138	33	6	39
Pathways	19	25	44	82	18	100
Piedmont	0	0	0	0	0	0
Pitt	43	85	128	76	58	134
Roanoke-Chowan	6	37	43	32	11	43
Sandhills	146	255	401	135	63	198
Smoky Mountain	54	134	188	54	30	84
Southeastern Center	63	208	271	147	23	170
Southeastern Regional	75	115	190	47	39	86
Tideland	48	145	193	54	10	64
Wake	45	251	296	106	3	109
Western Highlands	96	153	249	64	37	101
Wilson-Greene	10	91	101	72	9	81
Statewide	1,703	3,838	5,541	1,860	627	2,487

NA indicates that there were less than ten respondents



34929

1

North Carolina Consumer Satisfaction Survey (Adult)

Please mark the response that best represents your opinion about the following issues and statements. If the question does not apply to you mark Not Applicable. (N/A)

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
1. I like the services that I received here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff returned my call in 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff here believe that I can grow, change and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I felt free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Staff told me what side effects to watch out for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff respected my wishes about who is, and who is not, to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff were sensitive to my cultural background (race, religion, language, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I do better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. My symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

UNIQUE ID:

FACILITY:

CLIENT NUMBER

LOCAL USE

COMPLETED BY

--	--	--	--	--	--	--	--	--	--

--	--	--	--	--	--	--	--	--	--

--	--	--	--	--	--	--	--	--	--

--	--	--	--	--	--	--	--	--	--

--	--	--	--	--	--	--	--	--	--

RECORD ON BOTH PAGES

Confidentiality of SA and MH Client-identifying information is protected under Federal regulations and HIPAA.



2

North Carolina Consumer Satisfaction Survey (Adult)

Please mark the response that best represents your opinion about the following issues and statements. If the question does not apply to you mark Not Applicable (N/A).

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
22. I was able to see a psychiatrist when I wanted to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. I was given information about my rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Staff encouraged me to take responsibility for how I live my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. I, not staff, decided my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. My housing situation has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. Date of Service received during survey week.

M	M			/	D	D			/	C	C	Y	Y

Please use the space below to write any other comments or suggestions you have. PLEASE PRINT

MOUSE ID:				FACILITY:				CLIENT NUMBER				LOCAL USE		COMPLETED BY

Confidentiality of SA and MH Client-Identifying Information is protected under Federal regulations and HIPAA.



46247

North Carolina Youth Services Survey(YSS)

Please mark the response that best represents your opinion about the following issues and statements. If the question does not apply to you mark Not Applicable: (N/A)

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
1. Overall, I am satisfied with the services I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I helped to choose my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The people helping me stuck with me no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I felt I had someone to talk to when I was troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I participated in my own treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I received services that were right for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The location of services was convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Services was available at times that were convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I got the help I wanted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I got as much help as I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff respected my family's religious/spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Staff were sensitive to my cultural/ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I am better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I get along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I get along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I am doing better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am satisfied with my family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

UNIQUE ID:

--	--	--	--	--	--	--	--	--	--

FACILITY:

--	--	--	--	--	--	--	--	--	--

CLIENT NUMBER

--	--	--	--	--	--	--	--	--	--

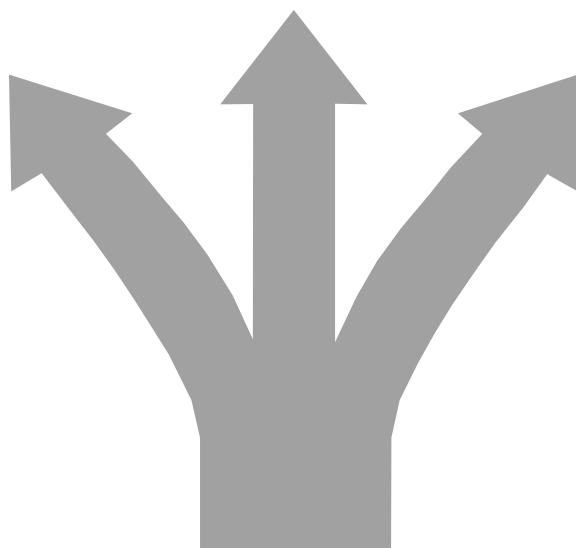
LOCAL USE

--	--	--	--	--	--	--	--	--	--

COMPLETED BY

--	--	--	--	--	--	--	--	--	--

Confidentiality of SA and MH Client-identifying information is protected under Federal regulations and HIPAA.



Please contact the appropriate team below if you have any suggestions for improving future consumer satisfaction surveys.

Administering and Processing Questionnaires for the Survey	Analyzing Data and Reporting the Results of the Survey
Judy Boone Information Systems Team Resource/Regulatory Management Section Division of MH/DD/SAS 3019 Mail Service Center Raleigh, North Carolina 27699-3019 (919) 733-4460 Judy.Boone@ncmail.net	Ward Condelli Quality Management Team Community Policy Management Section Division of MH/DD/SAS 3009 Mail Service Center Raleigh, North Carolina 27699-3004 (919) 733-0696 Ward.Condelli@ncmail.net

The results of other Consumer Satisfaction Surveys can be found on the Division's web page ---
<http://www.ncdhhs.gov/mhddsas/>